



LOCAL INSTRUCTION NUMBER 20-02

To: Local Catawba Workforce Development Area

Subject: Soft Skills Instruction and Activity Code

Issuance Date: December 8, 2020

Effective Date: Immediately

Purpose: This guidance updates the list of activity codes for the Wagner-Peyser (WP) and Workforce Innovation and Opportunity Act (WIOA) Title I programs, to include the addition of soft skills instruction.

Background:

The State Workforce Development Board (SWDB) released the Nagle Soft Skills Study in January 2010, highlighting the soft skills that businesses identified as critical for hiring and retention. Soft skills can be learned and refined through education, training and experience, and are transferable in career pathways.

Training in soft skills has remained a top priority in building the talent pipeline and is part of many statewide strategies. Partner programs routinely provide soft skills instruction through workshops, boot camps, instructor-led curriculums, and career coaching. Traditionally, the workforce system has primarily served individuals who face barriers to employment and while priority of services remains essential, there is an increasing need to promote and reinforce soft skills, especially as COVID-19 displaced workers transition back to employment.

The SWDB has emphasized that the workforce system must provide soft-skills training to the existing and emerging workforce seeking employment assistance as part of the state's COVID-19 recovery and reemployment efforts. While the range of soft skills varies by industry, there are common skills or essential soft skills that are recognized by businesses across industries and career levels.

Providing soft skills instruction to job seekers will better equip those individuals with the behavioral skills needed today and provide businesses with a skilled workforce. Recording and reporting the facilitation of soft skills instruction across partner programs will highlight the efforts of the public workforce system to reskill, upskill and soft-skill job seekers.

Policy: The following activity code must be recorded upon the provision of soft skills instruction for WP, Adult, Dislocated Worker, and Youth participants:

Activity Code 142: Soft Skills Instruction

Soft skills instruction is provided to ensure that individuals are equipped with a combination of people skills, communication skills, and social and emotional intelligence which enable them to navigate their environment, work well with others, and achieve their goals. Soft skills instruction can be delivered in a variety of formats, including one-on-one, small or large group workshops, in person or virtual, or other appropriate formats. A corresponding case note should indicate the type and a description of the soft skills instruction conducted.

Program	Triggers Participation/Delays Exit	Length of Service	Mapped to Reporting Category	Mapped to PIRL Element #
WP	Yes	N/A	N/A	N/A
Adult/DW	Yes	Up to 30 days; May be extended in 30 day increments; 90 day maximum	126, 147, 158, 159, 198	1004, 1005, 1200, 1201, 1210, 1213, 2004
Youth	Yes	Up to 45 days; May be extended in 15 day increments; 45 day maximum	126, 142, 147, 158, 159, 198	1004, 1005, 1006, 1115-1, 1200, 1201, 1210, 1213, 1408

Note: For the most up-to-date Activity Codes, see the Staff Online Resources in SCWOS.

Action: Ensure that all staff receive and understand this policy and review the revised activity codes by program.

Inquiries: Questions may be directed to Nicole Lawing at nlawing@catawbacog.org or 803.327.9041

Nicole Lawing

Workforce Development Administrator