

INTERIM INSTRUCTION NOTICE #25-001

December 22, 2025

SUBJECT: Use of 328 Activity Code

DISTRIBUTION: ADMIN, AJCCs

FILE: WDD Intranet

REFERENCE: WDD Program Guide

OBSOLETE: When Program Guide is updated

Overview

Effective immediately, CalJOBS Activity Code 328 will not be used when WIOA or other grant dollars are solely funding supportive services.

Purpose

The purpose of this notice is to provide updated guidance on the use of the 328 Activity Code, outline the appropriate CalJOBS activity codes to use, and explain the process for offering supportive services to customers enrolled in training programs that are not funded through WIOA or other WDD grants.

328 Activity Code Definition

A 328 activity is defined as training designed to provide the technical skills necessary to perform a specific job or group of jobs for a new or different occupation from one that the participant previously had experience or training. The training provider is not on the California Eligible Training Provider List (CA ETPL). The training must be funded (in whole or in part) by WIOA Governor's Discretionary or Non-WIOA funds via a training contract.

A Non-WIOA training customer is a WIOA-enrolled customer that is or will be attending training but not seeking funding for the training itself. These customers may be referred by their training provider or may self-refer.

Training programs that do not meet these criteria must not be coded under the 328 activity code. Staff should seek guidance from the AJCC Manager to determine if/when this code is appropriate to use.

Supportive Services

In order to provide supportive services to any customer, including Non-WIOA training customers, a WIOA service must be provided. This service may include, but is not limited to, the Individual Counseling activity (Activity code 200). Documenting such a service establishes the necessary justification for issuing supportive services.

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Issuing Supportive Services to Customers attending Non-WIOA-Funded Training

The WDS will follow the steps below that outline the process for determining eligibility and issuing supportive services:

Step	Action						
1	To provide supportive services, customers must be enrolled in the WIOA program. Determine their enrollment status.						
	<table border="1"> <thead> <tr> <th>If the customer is</th> <th>Then</th> </tr> </thead> <tbody> <tr> <td>enrolled in WIOA</td> <td>Proceed to Step 2</td> </tr> <tr> <td>not enrolled in WIOA</td> <td>Confirm eligibility and complete the enrollment process. Then proceed to Step 2.</td> </tr> </tbody> </table>	If the customer is	Then	enrolled in WIOA	Proceed to Step 2	not enrolled in WIOA	Confirm eligibility and complete the enrollment process. Then proceed to Step 2.
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enrolled in WIOA	Proceed to Step 2						
not enrolled in WIOA	Confirm eligibility and complete the enrollment process. Then proceed to Step 2.						
2	Provide a WIOA service and enter the appropriate activity code (e.g. Individual Counseling – Code 200) into CalJOBS.						
3	Process an 804 to issue supportive services.						
4	Complete a Non-WIOA Funded Training Checklist and submit it to the AJCC Manager for their review and to add the customer to the office budget for tracking and reporting purposes. They will be listed under the “Non-ITA” tab of the office budget spreadsheet.						

Approval and Tracking of Non-WIOA Training

The WDS must submit the Non-WIOA Funded Training Checklist to their managers for review and approval. If they are approved, the customer will be added to the AJCC office budget spreadsheet, under the “Non-ITA” tab by the AJCC manager.

These customers will be monitored through the budget spreadsheet, and their outcome data will be reported to the Workforce Development Board as needed.