

M E M O R A N D U M

To: Board of Directors
From: Doloris Vest
Date: October 3, 2006
RE: Policy Revisions

No.	Title	Changes
03-106	Individual Training Accounts	<ul style="list-style-type: none"> • Establishes Priority Occupations • Limits selection of training provider to locally approved Tier I providers only unless a waiver is obtained • Limitation on training expenditures • Limits overall support levels to \$6,000 • Limits training to 24 months
03-107	On-the-Job Training	None
03-108	Priority of Services	None
03-109	Self Sufficiency and Adult Eligibility	<ul style="list-style-type: none"> • Edits to training services section on page 3
03-112	Training Provider Certification	<ul style="list-style-type: none"> • Establishes two-tier provision with priority given to programs <ul style="list-style-type: none"> ○ Credentials ○ Lead to a priority occupation ○ Offering a living wage ○ Career ladder ○ Reasonable cost • Allows for exceptions when applicable
03-113	Out-of-Area Assistance	None
03-114	Needs-related Payments	<ul style="list-style-type: none"> • Limits payments to \$100 per week • Limits overall support levels to \$6,000
03-116	Supportive Services	<ul style="list-style-type: none"> • Changes "will be provided" to "may be provided" • Emphasizes that support services are temporary in nature • Reduces travel allowance to \$50 per week; maximum of \$2000 in a calendar year • Limits child care payments to only days when participant is in training; maximum of \$2000 in calendar year • Limits overall support to \$6,000
06-123	Providing Core, Intensive and Training Services	<ul style="list-style-type: none"> • Limits training to priority occupations • Eliminates funding degrees higher than associates

Policy and Procedure

Title:	Individual Training Accounts (ITA)	Number:	03-106
Effective Date:	April 4, 2003	Revised:	February 6, 2004 August 6, 2004 April 7, 2006 October 6, 2006

Purpose

The purpose of training is to provide eligible customers with the means to obtain the necessary skills to become gainfully employed or re-employed. This procedure is intended to define and establish parameters for Individual Training Accounts (ITA) development and expenditures.

Reference

- 1 P.L.105-220 Workforce Investment Act (WIA)
- 2 Virginia Employment Commission (VEC) WIA Policy 00-8

Description

A WIA-eligible registrant is enrolled in a training program if the Individual Employment Plan (IEP) supports that the training is necessary to transition the participant into the workforce. The training must support the stated purpose of WIA and be in accordance with the description of training as contained in the Act. Whenever feasible, training vendors will be requested to allow participants to receive credit for required courses when equivalent courses have been completed and can be documented from other training institutions. Additionally, costs associated with CLEP Testing will be treated as a training cost if the testing relates to the curriculum of study.

Procedure

- 1) Eligibility. All recipients of training funds must be eligible based upon criteria established under the Act. WIA requires the coordination of training costs with funds available under other grant assistance {Section 134(d)(4)(B)}. ***WIA funding for training is limited to participants who are unable to obtain grant assistance from other sources, including PELL Grants, to pay the costs of their training or require assistance beyond that available under grant assistance from other sources, including PELL Grants, to pay the costs of such training.*** To avoid duplicate payment of costs when an individual is eligible for both WIA and other assistance, including a PELL Grant, case managers shall consider all available sources of funds, excluding loans in determining an individual's overall need for WIA funds. Individuals must maintain an active application status for PELL assistance. The exact mix of funds shall be determined based on the availability of funding for either training costs or supportive services, with the goal of ensuring that the costs of the training program the participant selects are fully paid, and that necessary supportive services are available so that the training can be completed successfully. **The total school budget will be supplied by the vendor based upon a formula used by institutions that determine financial aid.** This total school budget is not inclusive of childcare assistance.
- 2) Occupational Areas of Training. The training provided through ITAs is for the sole purpose of facilitating transition into the workforce. All training will be for occupations in demand in the labor market and determined to be of priority by the Western Virginia Workforce Development Board (VWVWDB). To assist in the approval of ITA requests, the Virginia Employment Commission provides a relevant database for identifying appropriate areas of training. All training must

supported by local labor market data that is furnished by the Virginia Employment Commission, Weldon Cooper Center or other appropriate source.

Special Training. Requests for a waiver to provide Special Training may be considered. Participants requesting training in **occupations not designated as a priority by the Board and/or** not supported by local labor market data, but whose Individual Employment Plan supports pursuit of such training must meet at least one of the following conditions:

- a) ~~Training may be provided in other areas if~~ The participant is planning to relocate to a geographic location where the occupation is in demand;
- b) ~~Training may be provided if documentation from~~ An area employer provides documented support for the need for trained personnel in a particular occupation; or
- c) ~~If~~ A written commitment is provided by an employer to hire the individual upon completion of their training.

The program operator must request and obtain a waiver PRIOR to enrolling the participant in special training.

- 3) **Training Selection.** Training will be provided for priority occupations only as determined by the Board by an institution or organization certified as meeting the criteria and having completed the procedures outlined in the WVVDB Policy No. 03-112. Participants will select from the list of providers certified by the WVVDB and published annually. Training providers certification may be ~~Training will be accessed through a consumer report system. The consumer report system contains information necessary for any customer of the Virginia Workforce System to choose a provider/program of training services.~~ **based on factors such as,** but are not limited to, overall performance; industry skill standards; performance for significant customer groups (which includes wage replacement rates for dislocated workers); performance of specific provider sites, current information on employment and wage trends and projections; and duration of training programs.

The Virginia Workforce System provides a consumer report system with information necessary to choose a provider or program of training services. The database has direct access or links that easily identify ~~a variety of~~ providers by region, types of training, provider credentials, costs, class schedules, success rates, and feedback from previous customers, students and clients. These profiles detail information about the character of the institution and provide a wide variety of career education and training options.

Participants wishing to use a training provider certified by another local workforce investment board and included in the Virginia Workforce System, must request a waiver prior to enrolling in the training

- 4) **Length of Training.** The purpose of training services is to provide eligible customers with the means to obtain the necessary skills to become gainfully employed or re-employed. Training length will vary according to the type of training and the requirements outlined in the vendor agreement. **Because entering or returning to the workforce is a priority under WIA training, cannot exceed more than 24 calendar months. Participants whose IEP includes training lasting more than 24 months must request a waiver PRIOR to beginning the training. Participants whose training was planned for less than 24 month but who require additional time to complete the program of study must request a waiver.**
- 5) **Repeat Training.** The WVVDB will NOT provide funding for courses/programs previously funded but not successfully completed.
- 6) **Individual Training Account Procedure.** Training provided to participants can be provided only by approved training vendors from the statewide Eligible Providers of Training Services as certified by the Virginia Workforce Council. **The WVVDB further designates locally approved training providers as Tier I (Priority) and Tier II providers. Participants may select training providers from**

the list of Tier I priorities. If a participant wishes to receive services from a Tier II locally approved provider or other provider on the state training provider list, the program operator must obtain a waiver PRIOR to the participant entering training. All training (with the exception of on-the-job training and customized training) must be secured utilizing the ITA Voucher (Form No. WVVDB No. 03-106A). All ITAs will be submitted to the training facility financial aid office to obtain documentation of need and information regarding other grants that may be available.

- 7) Cost Limitation. The local WVVDB limits training cost to no more than \$3,000 per participant within a twelve-month period, except as approved by the WVVDB president prior to the expenditure of funds. Funding of training, supportive services and needs-related payments may not exceed a total of \$6,000 in a 12-month period. (See Policy Nos. 03-106 Individual Training Accounts, 03-114 Needs-Related Payments, and 03-116 Supportive Services.)

All WIA registrants will be made aware of any excess cost of training not covered by the program for which they will be responsible. Program operators are expected to work closely with participants to determine the individuals' ability to contribute to the cost of training and negotiate a funding plan that will adequately meet the needs of the participant while using WIA funding in the most efficient manner possible.

- 8) Administration. All requests for ITA funding must be supported in the participant's IEP. Contact with the participant is required. All participants are also required to complete a face-to-face performance reviews with their case manager on a quarterly/ semester/module basis in accordance with the timeframes outlined on the IEP. ITA funding is authorized on a semester/quarterly/module basis and requires documentation that the participant has successfully completed previous work. This necessitates that the participant maintains ongoing contact with the case manager, and allows for discontinuation of funding for students who are not performing or demonstrating satisfactory progress toward completion of training goals. Students are expected to maintain no less than a cumulative 2.0 grade point average for the year in order to continue to receive WIA funding.
- 9) Waivers: A waiver to the above maximum specifications may be requested from WVVDB president on a case-by-case basis. The necessity for waiver must be sufficiently justified and documented in order for a waiver to be approved..

Policy and Procedure

Title:	Self Sufficiency and Adult Eligibility	Number:	03-109
Effective Date:	April 4, 2003	Revisions:	October 6, 2006

Purpose

The purpose of this policy and procedure is to establish eligibility requirements for adult intensive and training services, and to define Workforce Investment Area III criteria for determining whether employment leads to self-sufficiency.

Reference

- 6 P.L.105-220 Workforce Investment Act (WIA)
- 7 Virginia Employment Commission WIA Policy 00-6
- 8 U.S. Department of Health & Human Services Poverty Guidelines
- 9 U.S. Department of Labor Lower Living Standard Income Level

Policy

1. Eligibility Requirements for Services to Adults

- A. In order to be eligible for adult services, the individual must:
 - i. Be 18 years of age or over [20 CFR Part 663.110];
 - ii. Comply with the provisions of the Military Selective Service Act [Section 189(h); 20CFR Part 667.250]; and
 - iii. Be lawfully eligible to work in the United States.
- B. Dislocated worker funds may be applied to services for an eligible adult who:
 - i. Has been terminated or laid off, or has received a notice of termination or lay-off from employment; and
 - ii. Is eligible for or has exhausted entitlement to unemployment compensation; or has been employed for a duration sufficient to demonstrate, to the appropriate entity at a workforce center, attachment to the work force, but is not eligible for unemployment compensation due to insufficient earnings or having performed services for an employer that was not covered under a state unemployment compensation law; and
 - iii. Is unlikely to return to a previous industry or occupation.

2. Definitions

- A. Unlikely to return to a previous industry or occupation: The WVVWDB defines "*unlikely to return to a previous industry or occupation*" as prospects for continuing employment for which the customer is qualified by training and experience are minimal and are not likely to improve in the foreseeable future in the locality in which the customer resides. This can occur due to the nature of the particular industry or occupation in an area (also known as "declining industries or occupations"), or can be the result of obsolete individual skills in a demand occupation or industry that preclude an individual from being competitive or finding reemployment without the upgrading of skills. Labor market information from multiple sources is used by the caseworker in making this determination on a case-by-case basis.

or

Has been terminated or laid off, or has received a notice of termination or layoff, from employment as a result of any permanent closure of, or any substantial layoff at, a plant, facility, or enterprise; or is employed at a facility where the employer has made a general announcement that such facility will close within 180 days.

B. Substantial layoff: WVDDB defines "*substantial layoff*" as the layoff at or about the same time and for the same reasons of at least 33.3% of the total number of workers employed in an establishment.

C. Dislocated workers do not include workers who are likely to remain with the layoff employer, or who are likely to retire and leave the labor market. A determination of whether an individual is likely to be recalled will be based upon the best available information from the worker and the employer at the time the layoff notice or closure is received. An individual who

is employed at a facility at which the employer has made an unofficial, general announcement of closure, with no specific date as to when that closure will occur, may be eligible to receive staff-assisted core services as a dislocated worker;

or

was self-employed (including employment as a farmer, a rancher, or a fisherman);

and

is unemployed as a result of natural disasters or general economic conditions in the community where the individual resides.

D. Self-employed: The WVDDB defines "*self employed*" as an individual who is engaged in an independently established trade, occupation, profession or business for which an appropriate business license has been obtained and income taxes have been filed as a "business entity";

or

is a displaced homemaker who has been providing unpaid services to family members in the home [20 CFR Part 663.120, Section 101(10);

and

who has been dependent on the income of another family member but is no longer supported by that income;

and

is unemployed or underemployed;

and

is experiencing difficulty upgrading or obtaining employment.

E. Self Sufficiency

i. Self Sufficiency – Adult: 175% of the Lower Living Standard Income Level updated annually by the U.S. DOL.

ii. Self Sufficiency – Dislocated Worker: The higher of 175% of the Lower Living Standard Income Level or 80% of the layoff wage.

3. Eligibility

An eligible adult or an eligible dislocated worker may receive intensive services if he/she:

A. Is unemployed and is unable to obtain employment through core services; and has been determined by a one-stop operator to be in need of more intensive services beyond core services in order to obtain employment; **or**

B. Is employed, but who is determined by a one-stop operator to be in need of intensive services in order to obtain or retain employment that allows for self-sufficiency.

If funds are limited, priority of service guidelines must be considered in the case of adults, but do not apply to dislocated workers.

In order to receive training services, adults and dislocated workers must have already been found to be eligible and qualified for intensive services and must meet all four of the following:

- A. Who after an interview, evaluation, or assessment, and case management, have been determined by a ~~workforce center~~ **program** operator ~~or partner~~, as appropriate, to
 - 1. Be in need of training services; **and**
 - 2. Have the skills and qualifications to successfully participate in the selected program of training services; **and**
 - 3. Have selected a program of training services ~~that are~~ from the list published by the WVVDB and directly linked to ~~the employment opportunities~~ **board-identified priority occupations in the local area** ~~involved~~ or in another area in which the ~~adults or dislocated workers receiving such services are~~ **participant** is willing to relocate; **and**
 - 4. Have applied for other grant assistance, including Federal Pell Grants established under title IV of the Higher Education Act of 1965 (20 U.S.C. 1070 et seq.); **and**
- B. Are unable to obtain other grant assistance for such services; or
- C. Require assistance beyond the assistance made available under other education, training and employment assistance programs, including Federal Pell Grants; or
- D. Are waiting for an application for a Federal Pell Grant to be processed, except that if such individual is subsequently awarded a Federal Pell Grant, appropriate reimbursement shall be made to the local area from such Federal Pell Grant.

If funds are determined to be limited, federal statutory priority of service guidelines must be considered in the case of adults, but do not apply to dislocated workers.

4. Waivers:

A waiver to the above maximum specifications may be requested from WVVDB president on a case-by-case basis. The necessity for waiver must be sufficiently justified documented in order for a waiver to be approved.

Policy and Procedure

Policy and Procedure

Title:	Training Provider Certification	Number:	03-112
Effective Date:	April 4, 2003	Revised:	Feb. 3, 2006 October 6, 2006

Purpose

The purpose of this policy and procedure is to

- 1 describe eligibility criteria applied by the WWVDB to initial certification of training providers;
- 2 establish a subsequent process for annual training provider review and recertification; and
- 3 describe the appeals process available to providers refused certification.

Reference

10 VEC Policy 00-7.

Discussion

The WWVDB will certify training providers on an annual basis and enter the information into the Virginia Training Provider Network. Certification is good through June 30 of the Program Year in which it becomes effective.

The WWVDB uses a two-tier system to designate training providers. Tier I (or priority) providers meet the requirements outlined herein and may be selected by any participants under the guidelines outlined in WWVDB policy. Tier II providers meet the requirements outlined herein and may be selected by a participant who has received a waiver. (See WWVDB Policy Nos. Policy Nos. 03-106 Individual Training Accounts and 06-123 Providing Core, Intensive and Training Services.)

To receive WIA training funds, a training provider must apply for certification of each program that leads to a certificate, degree, license, or for each course that leads to skill attainment. This is a two-stage process.

For initial certification, the applicant must demonstrate that the training program meets the eligibility criteria listed herein. The applicant also must submit required information for the consumer reports system on the Virginia Training Provider Network.

For recertification for the second and consecutive subsequent years, the applicant must demonstrate that it provides effective, relevant, quality training by providing performance, customer satisfaction and outcomes data collected during the prior year of certification. That data must meet WWVDB established guidelines.

Training programs that do not receive initial certification or recertification may appeal that decision, following the process outlined below. Appeals for reconsideration must be submitted to the Board staff at least 10 days in advance of the next scheduled board of directors meeting following notification. Should fewer than 10 days remain prior to the next board meeting, the appeal will be considered at the next subsequent meeting in which the 10-day notice requirement can be met. If the issue is not resolved satisfactorily, the WWVDB will submit the application to the Virginia WIA Division for reconsideration.

Procedure

Solicitation and Application Process

1. Potential workforce training providers will be recruited on an ongoing basis. Application for certification may be made at any time. Board staff will provide to any interested applicant, by mail or electronically necessary, information and materials, including official application and program details.
2. Applicants must complete Part I of the application concerning the organization. For **each** certificate or degree program under consideration, the applicant also must complete Part II for certification and Parts II and III for recertification. Parts II and III also must be completed for each stand-alone course leading to a competency or skill recognized by employers; or a training regimen that provides individuals with additional skills or competencies but not listed as part of an approved program.
3. To receive recertification, training providers must annually account for any changes in cost, course work or other information pertinent to the program.
4. Providers must collect performance, customer service and outcomes data which must be submitted with applications for recertification. Such data must meet WWWDB established guidelines (see Attachment A). Data not meeting the guidelines will require documentation to support why a program should be recertified.

Initial Training Provider Certification Eligibility Criteria

The WWWDB selects training providers based on factors such as, but are not limited to, overall performance; industry skill standards; performance for significant customer groups (which includes wage replacement rates for dislocated workers); performance of specific provider sites, current information on employment and wage trends and projections; and duration of training programs.

To receive certification in Virginia LWIA III, a training provider

Must be:

A post-secondary educational institution approved to operate in Virginia, whose programs are approved by an accrediting agency recognized by the Federal Department of Education as being eligible under Title IV of the Higher Education Act;

OR

An entity that provides programs registered under the National Apprenticeship Act.

OR

Offer a training program which leads to industry-recognized certification as meeting the standards necessary for approval or accreditation by that industry. (e.g., Microsoft Certified Engineer, CISCO Certification, ASE for auto mechanics, etc.) and be approved to operate in Virginia under applicable provisions of the Code of Virginia.

OR

Offer a credit or non-credit customized training program provided by a Virginia community college, public school system or other local public vocational technical school, in partnership with area employers for their emerging and incumbent worker needs. (Training programs with active employer advisory boards would qualify under this criterion.)

OR

Can demonstrate to WWWDB that the program for which it is seeking certification is germane to local workforce development needs and provides quality training.

AND

Provide training for industries, occupations and/or skills as designated by the WWWDB as a **priority and** identified in the most recent local occupational demand plan;

OR

Document sufficient demand which such training will meet.

AND

Applicants also must provide both

- 1 A written nondiscrimination policy

AND

- 2 Documentation that the organization's facilities are ADA compliant.

Priority Designation Criteria: To be designated a Tier I Priority provider an institution or organization must meet the above criteria and provide training leading to

- a priority occupations as designated by the WVDDB
- entry-level employment paying a self-sufficient wage
- an occupation that is part of a career ladder
- a recognized credential or the eligibility to obtain a recognized credential

Further the training must be available at a reasonable cost in a timely, without imposing undue financial or other burden to the participant.

All other providers who meet the general eligibility but not the Tier I Priority criteria will be designated Tier II. Participants wishing to utilize Tier II providers must obtain a waiver prior to entering training.

On-the-job training or customized training as defined in WIA Section 101, does not meet the qualifications for training provider certification.

Pre-vocational skill training – such as the development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills and professional conduct – and stand-alone literacy/basic skills education are to be treated as intensive services under WIA and not necessarily included in the certification process for training providers [Section 134, (d) (3) (C) (vi)].

Appeals Process

Should certification be denied, the applicant will be notified in writing. The applicant shall have thirty (30) calendar days from the date the denial notification was mailed to file a request for reconsideration to the WVDDB. The appeal request must be submitted in writing and signed. At a minimum, the appeal must identify the training program and location(s) denied and must clearly state the reasoning for the appeal.

Within thirty (30) calendar days of receipt of the request for reconsideration, the LWIB shall review the request and issue a written decision that either upholds or reverses the original decision. Instances for a reversal may include, but shall not be limited to, an administrative error or instances in which additional information submitted by the training provider changes the basis on which the original decision was issued.

A. Reversal by WVDDB

1. If the WVDDB reverses the prior decision, the WVDDB shall enter the training provider into the Virginia Training Provider Network (VTPN) system. The WVDDB shall also notify the training provider in writing that they have reversed their original decision and that the list inclusion request has been submitted to the VEC through the VTPN.
2. If the WVDDB fails to act during the 30-day time period described above, the initial decision shall automatically be reversed.

B. WVDDB Appeal Denial

1. Procedure Before the Administrative Law Division

If the WVVDB affirms its original decision, the provider shall have the option of filing an appeal of the WVVDB decision with the VEC Administrative Law Division. Such a filing must be made within ten (10) days of the date of mailing of the WVVDB's determination. The VEC Chief Administrative Law Judge or his designee shall conduct a hearing at which the training provider and LWIB will be allowed to present their cases, based on the issues presented in the original appeal to the LWIB. The VEC shall provide notification that an appeal has been filed and shall also issue a hearing notice at least ten (10) calendar days before the hearing providing information on the hearing's date and time. All hearings shall be held at the VEC's Administrative Office in Richmond, VA. A hearing may be held telephonically if agreed to by all interested parties.

The Chief Administrative Law Judge or his designee will issue an independent decision that sets out the relevant facts of the case, and decides the issue or issues appealed. A written decision will be issued to the training provider and other interested parties. If the Chief Administrative Law Judge or his designee reverses the decision of the LWIB, the LWIB shall comply with the decision in a prompt and efficient manner. The procedures outlined in the preceding Policy 00-7 for certifying training programs, inclusion of the training program on the statewide list, and written notification to the training provider shall be followed.

The Administrative Law Division's decision will be final.

2. Burden Of Proof

- a. In cases involving the denial of an initial certification or re-certification, the burden shall be upon the training provider to prove, by a preponderance of the evidence, that the certification should have been granted.
- b. In cases involving decertification of a training provider for intentionally supplying inaccurate information or for substantially violating any requirement under the Workforce Investment Act, the burden shall be upon the LWIB to prove, by a preponderance of the evidence, that the decision to decertify was appropriate.

Policy and Procedure

Policy Name:	Needs-related Payments	Policy Number:	03-114
Effective Date:	April 4, 2003	Revised:	April 7, 2006 October 6, 2006

Purpose

Needs-related payments provide financial assistance to participants for the purpose of enabling individuals to participate in training and are one of the supportive sections authorized by WIA Section 134(e)(3).

Policy

Federal regulations provide that payments based on need (Needs-related Payments) may be provided to adults and dislocated workers who are unemployed and who cease to qualify for unemployment compensation. The purpose of these payments is to enable these individuals to participate in training programs under the WIA.

Procedure

1. Dislocated Worker Needs-related Payments

A dislocated worker who has ceased to qualify for unemployment compensation may be eligible to receive needs-related payments. According to WIA rules and regulations, a dislocated worker is eligible to receive needs-related payments if “a worker was enrolled in training services by the end of the thirteenth week after the most recent layoff that resulted in a determination of the worker’s eligibility for employment and training activities or, or later, by the end of the eighth week after the worker is informed that a short term layoff will exceed six months.” The level of the needs-related payment made to a dislocated worker will be **\$100** a week *or* the weekly Unemployment Insurance amount, whichever is less. To be eligible to receive needs-related payments, a DLW participant must have a documented need, as reflected on the Needs Determination/Needs-related Payments or Supportive Services Form. Needs-related payments will be based on weekly attendance.

2. Adult Needs-related Payments

The Needs-related Payment Policy of the Western Virginia Workforce Development Board for adults is designed to provide payments to participants based upon individual documented need to enable the individual to participate in training.

To be eligible to receive needs-related payments, an adult participant must have a documented need, as reflected on the Needs Determination/Needs-related Payments or Supportive Services Form. This form is to be completed by the case manager on adult participants as a determination of necessity for needs-related payments. The maximum needs-related payment allowable for an adult participant is \$100 per week; the minimum needs-related payment allowed for an adult participant is \$50 per week. Needs-related payments will be contingent on weekly attendance. In addition, both adult and dislocated worker participants who are seeking needs-related payments must not be:

- a. Employed;
- b. Enrolled in or receiving internship, work experience or on-the-job training at least three days per week;
- c. Receiving out-of-area job search/relocation allowance;

- d. Receiving supportive services in programs under WIA or Trade Act; or
- e. Receiving unemployment compensation.

Needs-related payments are considered a training stipend or allowance and not an entitlement and available only as funding permits. Payments are cash payments made directly to participants, based on documented need and within contract limitations. Individual need must be determined, documented, and paid at a rate not to exceed the above-specified limitations. Case managers will ensure that the appropriate documentation of the need and amount of payment are the result of objective assessment and are documented in the participant's Individual Employment Plan (IEP). Needs-related payments supporting documentation of need must include a copy of the weekly attendance sheet and a copy of the needs-related payment documentation form.

A participant may be eligible to receive weekly needs-related payments for weeks in which the participant had satisfactory training attendance as determined by the program operator and based on the individual participant's training schedule.

3. Cost Limitation.

The local WWWDB limits needs-related payments to no more than \$2,000 per participant within a twelve-month period, except as approved by the WWWDB president. Funding of training, supportive services and needs-related payments may not exceed a total of \$6,000 in a 12-month period. (See Policy Nos. 03-106 Individual Training Accounts, 03-114 Needs-Related Payments, and 03-116 Supportive Services.)

All WIA registrants will be made aware of any excess cost of training not covered by the program and for which they will be responsible. Program operators are expected to work closely with participants to determine the individual's ability to contribute to the cost of training and negotiate a funding plan that will adequately meet the needs of the participant while using WIA funding in the most efficient manner possible.

4. Waivers:

A waiver to the above maximum specifications may be requested from WWWDB president on a case-by-case basis. The necessity for waiver must be sufficiently justified documented in order for a waiver to be approved.

Policy and Procedure

Name:	Supportive Services	Number:	03-116
Effective Date:	April 4, 2003	Revisions:	October 1, 2004 April 7, 2006

Purpose

To establish guidelines for provision of supportive services using WIA funds.

Reference

P.L.105-220 Workforce Investment Act (WIA) sections 101(46) and 134(e)(2) and (3).

Policy

Supportive services may be provided only to WIA clients who are participating in WIA programs and who are unable to obtain supportive services through other programs. No program operator may provide supportive services funded by a WIA program until other local area programs (which generally provide the supportive service needed by the client) have been contacted. If a non-WIA program is capable of providing the supportive service needed by the client, a referral will be made by the program operator. However, if alternative resources cannot be found, then supportive services ~~will~~ **may** be provided using WIA funds, if it is necessary to enable eligible individuals to participate in intensive services, training, or other program activities under WIA.

Supportive services may include such services as:

- 1 Transportation;
- 2 Child care;
- 3 Assistance with the purchase of uniforms for occupational skills training, or appropriate work attire for work activities;
- 4 Training/work-related tools, and other reasonable expenses required to keep a participant in intensive services or training, or
- 5 Other program activities – for example, auto repairs, test fees, rent, etc.

Supportive services may be provided either in kind or through cash assistance. In order to obtain payment for any supportive service, the participant or the service-providing vendor must provide appropriate documentation. Such documentation will include, at a minimum, the following:

1. Justification for the need for supportive services (which must include training attendance records, documentation of miles traveled, receipts, etc.);
2. A description of the supportive service provided;
3. A list of all organizations contacted and why supportive services could not be obtained through such programs; and
4. An invoice or receipt for payment received (itemized and dated) for the supportive service.

Supportive services are intended as temporary assistance and should not be considered or provided as long-term support. Provision of supportive services is not guaranteed and is contingent on availability of funding. All payments must be made directly to the vendor.

The following are special regulations established by the Western Virginia Workforce Development Board to govern the provision of supportive services:

1) Travel Allowance:

A travel allowance may be paid for travel to and from the training facility. Payment will be reimbursed at a rate of 32½ cents (\$0.325) per mile for actual mileage only. The maximum per-week allowance shall not exceed \$50 as documented by usage of a travel voucher.

Program operators who have participants who travel unusually long distances to and from a training facility may request a waiver to increase the maximum weekly allowable amount for those participants. The written request must document the need for the increase in the travel allowance.

Travel allowances will be paid for actual days participated only, and must be documented by an attendance record, which is signed by the appropriate activity representative at the facility and by the participant. Actual round-trip miles per day must be reported correctly by the participant. Attendance documentation must be kept, and in no instance will payment be made in advance. The participant will be required to sign a receipt documenting payment received for the applicable period.

2) Child Care:

To receive child-care payments, participants must show evidence of need, and such payments can be made only when participants cannot afford to pay the child care themselves. The maximum amount of child care that can be paid is either the amount charged by the child-care provider, or the rate shown in the chart below, or the co-payment whichever is the lower. Payment will be made only for those days the participant attends training or as required by the child-care provider.

To document the actual cost of child care that has been provided, the participant must furnish a Documentation of Child Care Form, which gives the dates and hours per day of child care, and the signature of the child-care provider (including date form is signed) and the cost of the child care provided. As stated above, attendance documentation must be kept, and in no instance will payment be made in advance.

Maximum Child Care Payment Amounts	Day Care Centers		Private Provider	
	Daily Rate	Weekly Rate	Daily Rate	Weekly Rate
Age				
Infant (0-2)	\$ 39	\$ 155	\$ 23	\$ 80
Toddler (2-5)	\$ 30	\$ 150	\$ 23	\$ 77
School Age (6-12)	\$ 25	\$ 111	\$ 17	\$ 77
Before School		\$ 43		\$ 35
After School		\$ 63		\$ 40
Before & After		\$ 81		\$ 73

3) Assistance with Training Uniforms, Work Attire and Related Tools:

To receive assistance with training uniforms or appropriate work attire and training/work-related tools, the participant must show evidence of need and the inability to pay for the items himself or herself. The amount of assistance that can be paid is set at a maximum of \$200 for training uniforms and/or appropriate work attire, and \$250 for training/work-related tools. Documentation will consist of a completed Supportive Service Documentation form and an invoice (itemized and dated) for the items purchased. The maximum dollar amounts listed above are for the entire length of WIA participation for each client. A waiver to the above maximum specifications may be requested on a case-by-case basis. The need for additional assistance must be sufficiently justified in order for a waiver to be considered.

4) **Other:**

Other supportive services required to help an individual remain in training or be able to successfully complete program participation, and which the trainee cannot afford, **may** be provided on a case-by-case basis. Each situation will be evaluated as the need arises, and determination of whether support is needed is at the discretion of the WIA Program Operator. ~~Of course, all~~ Proper documentation and verification are required.

5) Limitations:

The amount of supportive services available to each participant will vary based on individual circumstances, **but is limited as follows:**

- travel allowance is limited to no more than \$2,000 per participant within a twelve-month period, except as approved by the WVVWDB president.
- Child care payments are limited to no more than \$2,000 per participant within a twelve-month period, except as approved by the WVVWDB president.
- Other supportive services are limited to no more than \$2,000 per participant per 12-month period. No single transaction may be in excess of \$500.

Funding of training, supportive services and needs-related payments may not exceed a total of \$6,000 in a 12-month period. (See Policy Nos. 03-106 Individual Training Accounts, 03-114 Needs-Related Payments, and 03-116 Supportive Services.)

All WIA registrants will be made aware of any excess cost of training not covered by the program and for which they will be responsible. Program operators are expected to work closely with participants to determine the individual's ability to contribute to the cost of training and negotiate a funding plan that will adequately meet the needs of the participant while using WIA funding in the most efficient manner possible.

6) Waivers:

A waiver to the above maximum specifications may be requested from WVVWDB president on a case-by-case basis. The necessity for waiver must be sufficiently justified documented in order for a waiver to be approved.

Policy and Procedure

Title:	Providing Core, Intensive and Training Services	Number:	06-123
Effective Date:	April 7, 2006	Revisions:	October 6, 2006

Policy Statement

The Western Virginia Workforce Development Board (WVWDB) is devoted to the WIA policy that a one-stop delivery system provides a wide range of workforce development services for adults and dislocated workers that support a “work first” model. The “work first” model is a three-tier approach, beginning with a basic set of core services such as information on services available, self-help and staff assisted services. The one-stop delivery system in the Western Virginia Workforce Development area will make all core services available equally to all individuals seeking a job or wishing to advance their careers.

The universally accessible core services function is a doorway to the second tier of services referred to as *intensive services*. As services become increasingly intensive and comprehensive, eligibility provisions, qualifications and priority requirements emerge to determine the appropriateness, the suitability and the necessity of providing the expanded intensive services. Intensive services to adults and dislocated workers are designed for the unemployed who are unable to obtain employment through core services, have been determined by the one-stop operator to be in need of additional intensive services in order to obtain employment, or are in need of intensive services to obtain and retain employment that allows for economic self-sufficiency.

The final level of services is in-depth training activities. Training may be available to those adults and dislocated workers who have met the eligibility provision for intensive services yet cannot find employment through core and intensive services. Training services may include, but are not limited to, customized training, on-the-job training, training for special populations, occupational skills training, and other training programs that have been approved by the WVWDB.

Procedure

1. Core Services

A. Universal Access to WIA Core Services

One-stop service delivery centers in the Western Virginia Workforce Development area will provide universal access to core services for all customers desiring such services without regard to any eligibility requirements. Thus, all individuals shall have equal access to WIA core services, and no individual shall be at a particular disadvantage or shall encounter unnecessary difficulty in gaining access to those services. The WVWDB will assure that universal access includes such issues as eliminating architectural and programmatic barriers to individuals with disabilities and facilitating access for individuals with poor computer skills to computer-based information and services. In addition, the Western Virginia Workforce Development Board will ensure that universal access excludes place of residence as an eligibility criterion for receiving services, and furnishes access to a physical location with minimal transportation barriers and flexible hours of operation.

B. WIA Mandatory Self-Service and Informational Core Services

The Western Virginia Workforce Development Board is mandating that the following self-service and informational core services be accessible to all individuals through the local one-stop service delivery system, having no requirements for participant registration, eligibility, qualification or prioritization of service:

1. Outreach, intake and orientation to labor market information and other services available through the one-stop delivery system;
2. Initial assessment of skill levels, aptitude, abilities and supportive service needs;
3. Provision of employment statistics information, including the provision of accurate information relating to local, regional and national labor market areas, including:
 - a. Job vacancy listings in such labor market areas;
 - b. Information on job skills necessary to obtain the listed jobs; and
 - c. Information relating to local occupations in demand and the earnings and skill requirements for such occupations;
4. Provision of performance information and program cost information on:
 - a. Eligible providers of WIA training services;
 - b. Eligible providers of WIA youth activities;
 - c. Providers of adult education described in Title II;
 - d. Providers of post-secondary vocational education activities and vocational education activities available to school drop-outs under the Carl D. Perkins Vocational and Applied Technology Education Act; and
 - e. Providers of vocational rehabilitation program activities described in the Rehabilitation Act of 1973;
5. Provision of information regarding filing claims for unemployment compensation;
6. Provision of accurate information relating to the availability of supportive services, including child care and transportation available in the local area and referral to such services, as appropriate;
7. Provision of information regarding how the local area is performing on the local performance measures and any additional performance information with respect to the one-stop delivery system in the local area;
8. Information and assistance in applying for:
 - a. Welfare-to-work activities, and
 - b. Financial-aid assistance for training and education programs that are not funded under this Act and are available in the local area;
9. Self-help job search and placement assistance:
 - a. Individual or group instruction on how to conduct a job search using self-service resources of a career center, and
 - b. Making referrals that are informational in nature or referrals to labor exchange; **and**
10. Access to the core services and information about all programs of required partner agencies.

The Western Virginia Workforce Development Board is requiring at a minimum that all partners' core services be made available at the local comprehensive or "full-service" Workforce Center. Local Memoranda of Understanding (MOUs) will spell out the specific core services of each one-stop partner.

The provider of core services is responsible for documenting the specific core services provided to each customer, as well as the duration and results of applicable core services provided. In addition, the core services provider can make a referral to the intensive services provider when the core services provider has determined that the client is unable to secure suitable

employment utilizing only core services and could benefit from receipt of more intensive services in their job search efforts.

2. Intensive Services

The WVVDB requires the following to occur before an adult or dislocated worker may move from core services to intensive services:

- A. The provider of core services must refer the adult or dislocated worker for intensive service for one of two reasons:
- i. The adult or dislocated worker is unemployed and is unable to obtain employment through core services. In addition, the provider of core services has determined that the individual is in need of further intensive services beyond core services in order to gain employment.
 - ii. The adult or dislocated worker is employed, but who is determined by the provider of core services to be in need of intensive services in order to obtain or retain employment that allows for economic self-sufficiency.

In either case, the provider of core services must provide a written referral indicating that core services have been provided and additional core services will not result in employment. The Western Virginia Workforce Development Board requires this referral be made prior to enrollment/registration into intensive services.

- B. In order to receive WIA intensive services, an adult or dislocated worker must be determined eligible to receive intensive services and training under Title I. The Western Virginia Workforce Development Board is following the Federal and State Policy of Priority of Service (Federal Register, Section 663.600) when determining adult eligibility only. Funds allocated for dislocated workers are not subject to this requirement.

3. Intensive Services Provided

The Western Virginia Workforce Development Board requires all adult and dislocated worker participants who are enrolled in intensive services to receive an individualized comprehensive and specialized assessment of skill levels and service needs. These assessments will include diagnostic testing and use of other assessment tools, as well as an in-depth evaluation to identify employment barriers. In addition, intensive services will include the development of an individual employment plan (IEP) and case management (including job search assistance). Individual counseling, group counseling, short-term pre-vocational instruction and job readiness classes may also be offered, depending on the needs of the individual.

In addition to the above list of services, the Western Virginia Workforce Development Board will make available additional intensive services. These services may be offered to individuals whose assessments and individual employment plans (IEPs) have identified particular obstacles to employment in which additional services are required to overcome those barriers, such as:

- Out-of-area job search expense payment;
- Relocation expense payment;
- Internships;
- Work experience;
- Career planning;
- Referrals to community services; and
- Supportive services, which may include transportation, child care, meals, and other reasonable expenses required to keep a participant in intensive services – for example, auto repairs, rent, etc.;
- Job readiness training; and
- Adult education and literacy activities provided in combination with other services.

The provider of intensive services is responsible for documenting customer eligibility (to receive intensive services), the specific intensive services provided, the duration and results of applicable intensive services provided, and the need for customer training in order to secure employment. Additionally, the intensive service providers must maintain documentation of core services provided in addition to the referral from the provider of core services.

4. Training Services

The Western Virginia Workforce Development Board will allow program operators to refer customers to training who have been unsuccessful through core and intensive services in gaining employment, or who need training to obtain and retain employment that allows for economic self-sufficiency. Training services may be made available to employed and unemployed adults and dislocated workers who meet the following conditions:

- a. The adult or dislocated worker has met the eligibility requirements for intensive services, including priority of service for adults. In addition, have received a comprehensive assessment, development of individual employment plans (IEP), case management (including job search assistance), and have been determined to be unable to obtain or retain employment through such services;
- b. The adult or dislocated worker, after a comprehensive assessment, IEP and case management, has been determined by the program operator to be in need of training services and to have the skills and qualifications to successfully complete the selected training program;
- c. The adult or dislocated worker has selected a program of training services that is directly linked to the employment opportunities, either in the local area or in another area to which the individual is willing to relocate; or
- d. The adult or dislocated worker is unable to obtain grant assistance from other sources to pay the costs of such training, including such resources as Welfare-to-Work, State funded training funds, Trade Adjustment Assistance and Federal Pell grants established under Title IV of the Higher Education Act of 1965. Furthermore, the adult or dislocated worker may receive training services if they require WIA assistance in addition to other sources of grant assistance, including Federal Pell Grants.

5. Types of Training Services

The WVVWDB's program operators may refer customers to the following types of training service:

- Occupational skills training, including training for nontraditional employment;
- On-the-job training;
- Programs that combine workplace training with related instruction, which may include cooperative education programs;
- Training programs provided by the private sector;
- Skills upgrading and retraining;
- Entrepreneurial training; and
- Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.

The WVVWDB's program operators may also provide needs-based and supportive services to enable adult and dislocated workers to participate in training programs under WIA. The supportive services that may be provided during training are the same as that provided during intensive services.

6. Selecting Training Programs and Providers

It is the responsibility of the program operator and individual case managers to ensure participants are able to make informed decisions when selecting a training provider. While case

managers should not direct individuals to specific programs or providers, it is essential that case managers provide guidance as to the types of training providers.

The selection of an appropriate training program must be based on the following:

- a. Assessment results;
- b. Ability of the participant to obtain employment once the training program has been completed;
- c. Ability of the participant to be able to earn a wage leading to economic self-sufficiency;
- d. Participant Choice - Program operators must provide the participant with "report card", information on the training program(s), and/or provider(s) being considered by the participant;
- e. Training providers must have been previously approved by the Western Virginia Workforce Development Board of Directors; and
- f. Participants must agree to adhere to the Individual Training Account /Voucher and other applicable policies approved by the Workforce Board of Directors.

7. Limitations on training.

Participants wanting to pursue any degree higher than a two-year associate's degree (i.e. bachelor's, second bachelor's, master's etc.) must first receive a waiver. Participants with a bachelor's, master's or other advanced degree may receive skills upgrade to enable them to return to their occupation without requesting a waiver

8. Waivers:

A waiver to the above limitations may be requested from WVVWDB president on a case-by-case basis. The necessity for waiver must be sufficiently justified and documented in order for a waiver to be approved.

9. Operator Responsibility

The program operator is responsible for ensuring compliance with all applicable rules, regulations, policies and procedures as well as the maintenance of all required documentation to verify this compliance. WVVWDB staff will monitor all workforce center operators, program operators and providers of services on an annual basis to verify compliance.

To ensure a smooth and effective service delivery system, all service and training providers must communicate, coordinate and cooperate in a joint effort designed to provide the highest level of customer service with the least amount of complication and duplication. Participants' activities, plans and needs should be discussed among the various service providers to ensure that all participants' needs are met in an effective and efficient manner. The Western Virginia Workforce Development Board is committed to a workforce development system that is customer-driven, customer-focused and customer-friendly. In addition, the Board is dedicated to developing a system that is as effective, efficient and non-duplicative as possible. All efforts will be made to utilize the workforce center partner programs in the local one-stop delivery system to achieve this objective.