Fresno Regional Workforce Development Board

A proud member of America's Job Center of California[SM] Network

2125 Kern Street, Suite 208 • Fresno, California 93721 • 559.490.7100 • Fax 559.490.7199 • www.frwdb.net

Blake Konczal, Executive Director

OPERATIONAL DIRECTIVE

FRWDB OD # 25-18, Revision I	**Date Released: October 13, 2020**

To: All Fresno Regional Workforce Development Board Providers of Services

From: Blake Konczal, Executive Director

Effective Date: October 13, 2020

Subject: Skills Training Process

Applicable Program: Adult, Dislocated Worker, Out of School Youth, 18-24

Revision History: Initial Release – 8/14/18; Rev B – 8/31/18; Rev C – 10/25/18; Rev D – 2/14/19; Rev E – 3/15/19; Rev F – 4/16/20; Rev G – 6/11/20; Revision H – 7/17/20

This revision I updates the requirements of what documents need to be sent to the FRWDB Fiscal Unit, updates guidance when processing refunds and Non-Tuition payments and removes the supportive services restriction for PELL Grant recipients.

Note that the process is the same for all training programs and Training Providers (private and public), except where noted.

This Operational Directive (OD) references the following processes:

Control #	Title
PB 01-06	Definition of Regular and Full Time Employment
PB 02-10	Customer Management
PB 04-10	Individual Training Account – Maximum Amount and Duration
OD 27-09	Waiver Request Process
OD 26-18	CalJOBs Data Entry Requirements and Data Changes
OD 03-16	Youth Service Codes
OD 04-16	Adult Service Codes
OD 15-12	Data Change Request
OD 09-17	Measurable Skills Gain
IB 11-12	Communications with Providers of Training Services

All Providers of Services are to implement this OD and its supporting forms immediately.

The Skills Training Process flow is depicted on pages 10 and 11.

Due to the limited funding available for training and the high degree of need for vocational training in Fresno County, it is the FRWDB's policy to provide only one (1) training scholarship to eligible participants. This is a lifetime limit. Under extreme circumstances, such as an industry or occupational collapse (this would apply to dislocated workers) or in the event the training is a skills upgrade in order to

maintain current employment, this policy may be waived. In these circumstances, a waiver request must be submitted to the FRWDB prior to any commitment of training funds.

If a participant already possesses a four (4) year degree or higher, the Employment Readiness Specialist (ERS)/ Academic and Career Advisor (ACA) is to determine the reason for seeking training in a different career field than what the degree is in by documenting in the participant's "Plan" and case notes. Prior to beginning the Scholarship Process, efforts are to be made to secure employment in the area of the college degree utilizing Workforce Innovation and Opportunity Act (WIOA) Services or partner services, such as: Job Search, Workshops, On the Job Training, etc. These efforts to secure employment in the area of the college degree are to be detailed with specific services that were provided and/or job leads in the participant's case notes. After 3 months of attempting to secure employment, if the participant is unsuccessful and wishes to pursue training in a different field, the ERS/ACA is to submit a Waiver Request to the FRWDB. The waiver request is to include a description of the efforts made by the ERS/ACA and participant to secure employment.

The training must be in an occupation that results in regular and full-time employment as defined by the FRWDB (see Policy Bulletin (PB) 01-06).

All participants must seek employment in the field for which they have been trained.

Training Opportunities

There are two (2) categories of training:

1. Individual Training Account (ITA) Training – This training must be approved by the state and, as a result, appear on the state Eligible Training Provider List (ETPL) in CalJOBs.

2. Pre-requisite and Remediation Training – This training may or may not have costs. These programs are reviewed, approved and placed on the state ETPL. In some cases, pre-requisite training classes may be incorporated into the primary vocational training program.

Participants may enroll in only those training programs that are approved and have been listed on the Fresno Local ETPL, which can be found at:

https://www.it-frs.net/v2/pub/jobseeker/coursesearch.aspx.

In the event that a participant is interested in a training program that is on the State ETPL (CalJOBs) and not on the Fresno Local ETPL, contact the FRWDB ETPL Coordinator for further guidance.

Programs that have been placed on HOLD are not eligible for referral. NOTE: Any training program on hold will NOT be displayed on the Workforce Connection website.

All WIOA participants must be able to demonstrate competency in the skills associated with their program by passing each course and/or program with a minimum grade of 70 percent. Schools and/or programs could have higher requirements in order to remain enrolled.

All reasonable accommodations required by law must be made available to all populations, and all participants must be provided with sufficient information regarding non-traditional training activities.

Eligibility Requirements For Training

Participants are eligible to receive an ITA, when they:

1. Have been determined to be in need of training services.

2. Can demonstrate they do not have the financial ability to pay for the training.

3. Have the skills and qualifications that would lead to successful participation and completion in the selected training program. WorkKeys® assessments results must align with the training occupation.

4. For all training, submit a complete and accurate Scholarship Package (2 copies) to FRWDB staff and successfully interview with the FRWDB Scholarship Panel.

    a. Remediation training does not require a scholarship package or panel interview.

    b. If needed, any Pre-requisite training programs required to complete the primary training program must be included in the scholarship package.

Maximum Amount of An Individual Training Account Contract

The maximum dollar amount for skills training is set by the FRWDB. The current allowable training amounts can be found in PB 04-10.

All training must be necessary to obtain or retain employment and provide new and/or upgraded skills not already acquired. Any balance remaining in a skills training program, where the participant has successfully completed 80 percent of the hours and 100 percent of the skills competencies, will be paid to the Training Provider. The participant must receive a Certificate of Completion in order for the Training Provider to be paid in full. A copy of the certificate must be in the participant's case file. In the event that the school does not provide a certificate of completion, then a copy of the participant's school transcript must be received and show successful completion of all classes or modules.

In the event training is terminated prior to successful completion as defined above, the remaining balance will be credited back to the grant from which it originated. The Training Provider will only be paid for those hours the participant completed (per timesheets) for private schools and the current module or term for public education entities (see Student Drops on page 8), and non-tuition expenditures actually incurred prior to termination. In the event of this occurrence, notify the FRWDB Quality Systems Manager to determine if a funding recapture process with the school is required. See Refund Process on page 9.

Training Duration

It is recognized that the duration of training will vary according to the skill level of the participant, the particular training component, and/or the employment opportunity being pursued. The maximum duration of a skills training program shall not exceed 12 months from the first date of class enrollment, per PB 04-10. If a training program exceeds 12 months, then a waiver request must be submitted and approved prior to submitting the scholarship package.

School Research Process

All participants who are eligible to receive training are required to research a minimum of three (3) training providers, if available, utilizing school websites and CalJOBs prior to selecting a training program.

When the participant has made a decision on occupation and training programs available, the ERS/Academic Career Advisor (ACA) and the participant are to arrange a date and time to visit each school. At a minimum, the participant is to visit the school they wish to attend. The ERS/ACA is required to email the point of contact for each school that is being considered, to inform them of the participant's interest. Schools usually have enrollment requirements that a participant must meet before being eligible for enrollment. The ERS/ACA must document in case notes which schools were visited.

In the event a participant has been referred to Workforce Connection by a public education entity (mandated partner of the FRWDB) for a training program, the school research and visit process is not required, and must be documented in the case notes.

Training must be for an occupation on the Demand Occupation List. If it is not, a Waiver Request with labor market research attached demonstrating employment opportunities in that occupation, must be submitted and approved prior to submitting the scholarship package.

Scholarship Panel Process

All participants eligible to receive training are required to complete a scholarship application, scholarship package and successfully complete a panel interview except under those conditions specified elsewhere in this OD.

The scholarship package is to include a copy of the participant's "Job Interview Ready" resume. The resume must not include any reference to training that has yet to occur. The quality of the resume could affect the outcome of the Panel's decision to award a training scholarship.

The participant should come prepared for this interview as if they were interviewing for a job.

Documenting California Community College Promise Grants

In the event a participant is qualified for a California Community College (CCC) Promise Grant in support of an ITA activity, the amount of that financial assistance must be entered into CalJOBs.

Evidence of the award of CCC Promise Grant, other discounts or non-WIOA grants must be included in the Scholarship Package.

Documenting Pell Grant Awards and/or Other Types of Financial Aid

PELL Grants will be allocated to the participant to offset financial hardship as a result of participating in training. PELL Grant award amounts will be documented in CalJOBs in the Financial Aid tab, but will be applied towards the participant, not the cost of training.

A copy of the PELL Grant award must be included in the Scholarship Package and the scholarship package uploaded to CalJOBs in the Documents (staff) section. Label the file "Scholarship Package".

The disbursement of PELL Grant funds to participants is not controlled by FRWDB. Each school has its own policy and process to follow in order to remain compliant with their Federal obligations. If there is an issue with timely PELL Grant disbursements, notify the FRWDB ETPL Coordinator and direct the participant to the school's Financial Aid officer or the director of the campus.

Veterans, who have access to training funds through the GI Bill, are not required to use these funds before the use of WIOA funds.

Public Education Entities Requirements

In the event a participant choses to go to a Community College, Adult School or other public education entity, the following processes are to be followed to ensure they are not dropped from the training program prior to start of classes and to confirm/verify enrollment, attendance, and progress during training (also check for attachments to this OD for unique processes related to a specific school):

Do Not Drop Process

1. For those participants already registered with the school, email (in the subject line put "WIOA-funded TRAINING") the following information to the school Business Office, Fiscal Department, and the school Point of Contact:

   a. Participant/Student Name

   b. Student ID (provided by school when they apply)

   c. Training Program Name

    d.   Training Start and End Date

    e.   ERS/ACA Name, Location, Email, Phone Number

Public Education Entity Bi-Weekly Time Sheet, Form STA-218

1. This timesheet is used to collect the hours the student was participating in class during a two (2)-week period. This timesheet will be used to calculate any supportive services that are required as a result of the student's participation in class.

2. This time sheet is to be filled out by the student and the ERS/ACA.

3. The student is to fill in the number of hours they were in class, for the days they attended class.

4. The student is required to sign the self-certification. By signing the form, the student is stating that all information on the timesheet is true and accurate. If it is determined that the information is not true or accurate, the student could be held liable for any funds expended during the time period.

5. After the student has completed the time sheet, the ERS/ACA is required to fill in any supportive service amounts, as needed, and sign the certification statement.

6. The ERS/ACA will then process supportive services in CalJOBs as needed and upload the timesheet and other documentation in the participant's case file in CalJOBs.

Participant Training Progress Report, Form STA-221

1. ERS/ACA to fill out Student Name, WIOA Application Number, Student School ID Number, Month, and Course Name(s)

2. Student to request Instructor(s) to provide the number of classes missed, current progress status of student

3. List most recent exam or test name

4. Result of exam (percent achieved or grade)

5. Teacher and student to initial each line

6. Student to turn in completed form to ERS/ACA within five (5) working days from the end of the previous month

7. ERS/ACA to file the Progress Report in the student's case file

The information from this form is the supporting documentation for Measurable Skills Gain (MSG), which is required reporting in CalJOBs.

Private Education Entities Requirements

In the event a participant chooses to go to a private vocational training school, the following process is to be followed to confirm/verify attendance and progress:

1. Fill out Form# GEN-002 or GEN-002E, Bi-weekly Time Sheet
    a.   All parties (school, participant, ERS/ACA) sign the timesheet

2. Fill out Form #STA-221, Participant Training Progress Report
    a.   ERS/ACA to fill out Student Name, WIOA Application Number, Student School ID Number, Month, and Course Name(s)

    b.   Student to request Instructor(s) to provide the number of classes missed, current progress status of student

    c.   List most current exam or test name

d. Result of exam (percent achieved or grade)

e. Teacher and Student to initial each line

f. Student to turn in completed form to ERS/ACA within five (5) working days from the end of the previous month

g. ERS/ACA to file the Progress Report in the participant's case file

The information from this form is the supporting documentation for MSG, which is required reporting in CalJOBs.

ITA Agreement

Once the Scholarship Panel has approved a participant to attend a training program, the ERS/ACA is to complete the ITA Agreement (form #STA-020), verify training costs and secure signatures of the participant and the ERS/ACA. The Agreement requires a school representative's signature. Once all signatures are secured, upload the signed document to the case notes section of CalJOBs for the training activity that has been created.

Training Service Codes (also see ODs 03-16 and 04-16)

The appropriate service code is to be opened on the date of the first day of attendance. The service code is to remain open until the training has been completed (classroom, on-line and/or externships or clinicals) and the Certificate of Completion has been received. Training Service Codes are not to be extended for more than 60 days from the completion of the training activities for the purposes of making the final payments on the ITA or to receive the results of any outside agency testing and/or licenses (i.e.: NCLEX, DMV issued license, state or industry issued certifications/licenses, etc.).

Skills Training Costs and Payments

The cost of an ITA includes all expenses directly related to the training program, as long as all of those expenses are charged to all students enrolled in the class. Some of these costs may be payable to third party vendors. In some cases, the costs will include pre and/or post training expenses such as background checks, state licensure prep activities and state testing.

Any other financial needs of the participant may be handled with Supportive Services, following the process in OD 18-18.

Vouchers and Payments

The Provider of Services will create vouchers per TRN-STA-002. Separate vouchers will be created for:

1) Payments to the Provider of Services for non-tuition expenses paid to other vendors (not the school),

   a. Payments to be made to a school bookstore are considered non-tuition expenses initially paid by the Provider of Services, and

2) Tuition, fees and non-tuition expenses owed directly to the school.

The vouchers are used to obligate funds for the training. It is the Provider of Service's responsibility to ensure that all cost allocations between the school (tuition and expenses paid to school) and Provider of Services (non-tuition expenses not paid directly to the school) are accurate. See TRN-STA-002, Section 4.

When the service actually begins and attendance is confirmed, create the activity and the voucher(s) using the actual begin date. Refer to TRN-STA-002 for steps to create an activity and the voucher.

In the event that a training program crosses program years, vouchers (tuition/fees and 3rd party) for <u>each</u> program year must be created for the costs to be incurred each year.

Payments to Schools

The Training Provider will submit an invoice to itainvoice@wfc.co. The Provider of Service's management will identify their participants and will review timesheets and school expenses against the invoice and will create a payment record against the appropriate voucher in CalJOBs. The Provider of Service is to scan and email the payment request packet to trng-docs@wfc.co, and CC the point of contact at the Training Provider. The payment request packet must include the following:

- CalJOBs Payment Voucher
  - "Comments" field must be completed indicating what you are processing and pay point (for private schools) or module/term (for public schools), if for tuition/fees only.
- Training Provider Invoice(s)
- Approved Timesheets
  - Include only those timesheets for the period of time being paid.
- Certificate of Completion/transcripts (applicable for final payment only)

FRWDB will make payments directly to the Training Provider, provided there are no issues with the documents, within seven (7) to ten (10) business days. The FRWDB Fiscal Unit will document the payment in the payment record in CalJOBs.

<u>Under no circumstance will a Provider of Services create a payment record and submit it to the FRWDB Fiscal Unit without an invoice from the school.</u>

Tuition/Fees

Private training institutions are paid based on three (3) pay points (50% after completion of first timesheet, 25% at mid-point, 25% at completion and award of Certificate of Completion). The school will submit invoices at each of these pay points.

The first timesheet must reflect a minimum of eight (8) days of attendance. If the first timesheet has less than eight (8) days of attendance, then the initial payment of 50% of the tuition will not be paid until timesheets are received showing a minimum of eight (8) days of attendance. The school should not invoice for payment until a minimum of eight (8) days of attendance has been completed.

Public training institutions: Once the "drop period" has passed, the school is to invoice for the full tuition/fee amount for the <u>semester, quarter or module only</u>.

Student Drops

<u>Private Training Institutions</u>: In the event a participant drops from the training program, or is terminated by the school, the ERS/ACA is required to notify the FRWDB Eligible Training Provider Coordinator in order to determine if there is pre-paid tuition funding that needs to be returned to the FRWDB.

<u>Public Training Institutions</u>: In the case where a student drops out of the training program, after the "drop period" (usually two (2) weeks after the beginning of the training), the full tuition amount is still due to the school for the current module or term.

Non-Tuition Expense Payments are paid as invoiced, following the process described below.

Payments to Provider of Services

Non-Tuition Expense Payments. When the Provider of Services is ready to be reimbursed for non-tuition training expenses, provider staff must create a payment record against the appropriate voucher in CalJOBs. These costs will show in the respective (school or service provider) ITA voucher. In both cases, the Provider of Services will authorize payments to the School or Provider of Services. The reimbursement package must include:

- CalJOBs Payment Voucher
  - "Comments" field must be completed indicating what you are requesting reimbursement for.
- Copies of receipts,
- Proof of payment (such as a credit card payment receipt or copy of a check).

The reimbursement package is to be signed off by Provider of Services management and emailed to trng-docs@wfc.co. Upon receipt of a complete, accurate reimbursement package, the FRWDB will make payments directly to the School or Provider of Services, within seven (7) to ten (10) business days.

In some cases, schools will provide non-tuition expense items and will invoice for those items. When the school submits an invoice, the Provider of Services is to create a payment voucher with the school as the "pay to".

ITA Voucher Changes after Initial Approval

A request for change to an ITA voucher to change costs or change cost allocation after the voucher creation, must be submitted to the FRWDB, following the Data Change Request process (See OD 15-12). FRWDB Data Services staff will then coordinate the change between CalJOBs, the FRWDB Fiscal Unit and the Provider of Services.

Refund Process

In the event that a Provider of Services receives a check (refund or otherwise), the check is to be given to the FRWDB Fiscal Unit with a copy of the CalJOBs payment voucher from which funds were originally paid.

In the event a school has a need to refund costs already paid to them (but has not yet sent a check), they are to contact the FRWDB ETPL Coordinator to receive instructions on next steps.

Non-Payment of School Costs

In the event a school is experiencing non-payment of costs (tuition and/or other expenses), the school point of contact is to email the information to the FRWDB ETPL Coordinator for investigation and resolution.

If any questions, please contact the FRWDB Adult/Youth Program Manager or Youth Program Coordinator, unless otherwise directed in this OD.

The Process Flow is depicted on Pages 10 and 11.

Work Instructions:

TRN-STA-002, CalJOBs Training and Reference Guide for Skills Training

Forms:

Control #	Description	Control #	Description
CAR-005	Career Track Application	CAR-005sp	Career Track Application (Spanish)
STA-204	Scholarship Application	STA-207	Scholarship Panel Checklist
STA-208	Occupation Self-Certification	GEN-002	Bi-Weekly Timesheet
STA-221	Participant Progress Report	STA–220	ITA Agreement
GEN-002e	Bi-Weekly Timesheet - electronic	STA-218	Public Education Entity Bi-Weekly Time Sheet

Attachment:

Process Flow

```
                    ┌─────────────────────┐
                    │        Start        │
                    │ Participant approved│
                    │    for Training.    │
                    └─────────────────────┘
                               │
                               ▼
                            ◇ Is STA ◇
   ┌─────┐   ◀── No ───    ◇ funding ◇
   │ End │                 ◇available?◇
   └─────┘
                               │
                              Yes
                               │
                               ▼
         ┌────────────────────────────────────────┐
         │ ERS/ACA works with participant to       │
         │ research 3 schools in the selected      │
         │ occupation and document in the          │
         │ Scholarship Application.                │
         │                                         │
         │ See Note 1                              │
         └────────────────────────────────────────┘
                               │
                               ▼
         ┌────────────────────────────────────────┐
         │ ERS/ACA & participant selects school    │
         └────────────────────────────────────────┘
                               │
                               ▼
         ┌────────────────────────────────────────┐
         │ ERS/ACA & participant communicates      │
         │ with school to determine if there are   │
         │ any enrollment eligibility requirements.│
         │                                         │
         │ See Note 2                              │
         └────────────────────────────────────────┘
                               │
                               ▼
                    ┌─────────────────────┐
                    │        End          │
                    │   Go To Page 11     │
                    └─────────────────────┘
```
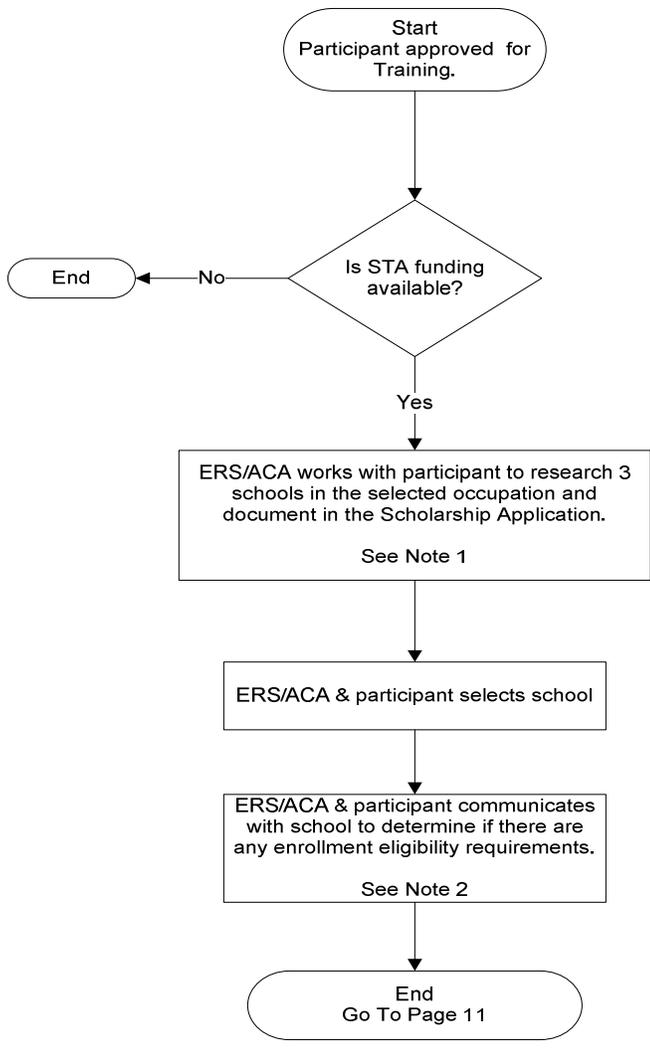
Note 1: The participant should not sign any school documentation which could cause financial liability.

Note 2: If student does not meet the school's eligibility requirements, the participant must resolve the issues or select another training provider

Provider of Services	FRWDB Staff & Scholarship Panel

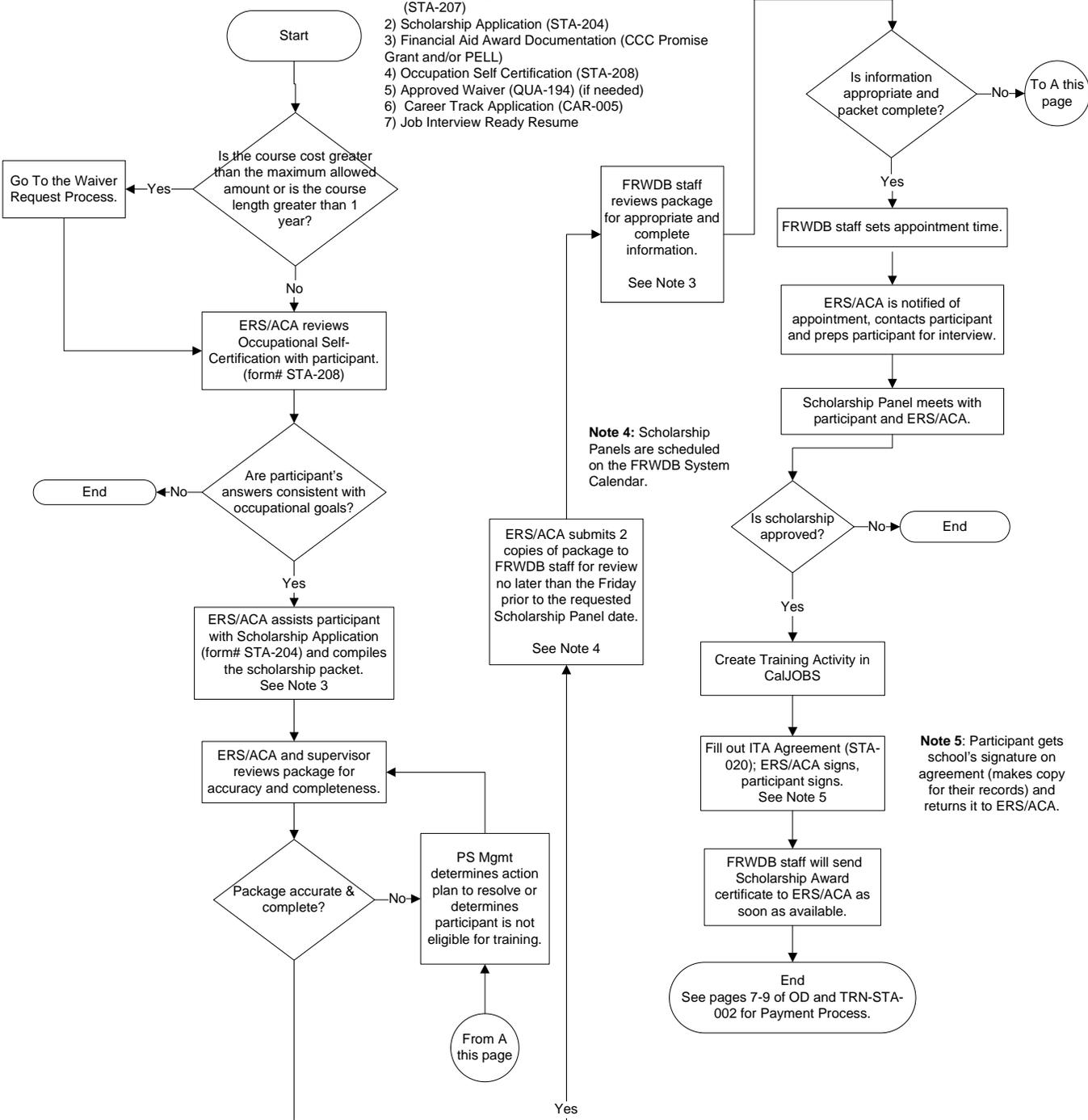**Note 3**: Use Form# STA-207 to compile in sequence:
1) Completed, signed and dated Scholarship Checklist (STA-207)
2) Scholarship Application (STA-204)
3) Financial Aid Award Documentation (CCC Promise Grant and/or PELL)
4) Occupation Self Certification (STA-208)
5) Approved Waiver (QUA-194) (if needed)
6) Career Track Application (CAR-005)
7) Job Interview Ready Resume

Start

Is the course cost greater than the maximum allowed amount or is the course length greater than 1 year?

Go To the Waiver Request Process. — Yes

No

ERS/ACA reviews Occupational Self-Certification with participant. (form# STA-208)

Are participant's answers consistent with occupational goals? — No → End

Yes

ERS/ACA assists participant with Scholarship Application (form# STA-204) and compiles the scholarship packet. See Note 3

ERS/ACA and supervisor reviews package for accuracy and completeness.

Package accurate & complete? — No → PS Mgmt determines action plan to resolve or determines participant is not eligible for training.

From A this page

Yes

Note 4: Scholarship Panels are scheduled on the FRWDB System Calendar.

ERS/ACA submits 2 copies of package to FRWDB staff for review no later than the Friday prior to the requested Scholarship Panel date. See Note 4

FRWDB staff reviews package for appropriate and complete information. See Note 3

Is information appropriate and packet complete? — No → To A this page

Yes

FRWDB staff sets appointment time.

ERS/ACA is notified of appointment, contacts participant and preps participant for interview.

Scholarship Panel meets with participant and ERS/ACA.

Is scholarship approved? — No → End

Yes

Create Training Activity in CalJOBS

Fill out ITA Agreement (STA-020); ERS/ACA signs, participant signs. See Note 5

Note 5: Participant gets school's signature on agreement (makes copy for their records) and returns it to ERS/ACA.

FRWDB staff will send Scholarship Award certificate to ERS/ACA as soon as available.

End
See pages 7-9 of OD and TRN-STA-002 for Payment Process.

Attachment 1 – State Center Community College District (all campuses)

Do Not Drop Process

1. Email (in the subject line put "WIOA-funded TRAINING" the following information to the school Business Office, Fiscal Department, and the school Point of Contact.
   a. Participant/Student Name
   b. Student ID (provided by school to student)
   c. Training Program name
   d. Training start and end date
   • Students must be currently registered at the school.

When There Is a WIOA Staff Change

Email school Business Office, School Fiscal Department and School Point of Contact with Name and contact information, referencing the Student ID#.

Invoicing/Payments

ERS providing student with a copy of the program courses from Cal Job Site. Student will sign agreement that listed courses will be covered. Any additional courses taken by student will be at the expense of student, not FRWDB.
1. Financial Aid Application must be completed prior to ITA agreement.
2. Send school completed ITA agreement with Student ID number once student is approved by FRWDB.
3. School tuition/fees invoice will be generated after add/drop period. if student adds short term classes (that are listed on CalJOBs) after the add/drop period, an additional invoice will be generated for fees not covered by financial aid.
4. Invoice will be emailed to the ERS noted on ITA.
5. School Business Office will not be responsible for providing refunds to the student for credit card payments made on the student account by FRWDB or subcontracted provider of services.
6. FRWDB payment needs to include copy of the College Business Office invoices being paid. Payments for tuition/fees cannot be combined with payments for invoice payments for Follett/campus bookstore.
7. Overpayments identified by the Business Office will be refunded to FRWDB and will include cover letter identifying reason for overpayment.

Refund Process

College Business office sends documentation explaining reason for refund explaining overpayment on the ITA.