Fresno Regional Workforce Development Board

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Blake Konczal, Executive Director

OPERATIONAL DIRECTIVE

FRWDB OD # 25-18, Revision N **Date Released: September 23, 2022**

To: All Fresno Regional Workforce Development Board Providers of Services

From: Blake Konczal, Executive Director

Effective Date: September 23, 2022

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; Rev I – 10/13/20; Rev J – 5/7/21; Rev K – 10/13/21; Rev L – 12/9/21; Rev M - 7/19/22

This Revision N updates what is acceptable for grade reporting in the Progress Report.

This 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 04-10	Individual Training Account – Maximum Amount and Duration
PB 01-21	Drug Testing for Training Level Services
OD 27-09	Waiver Request Process
OD 26-18	CalJOBS Data Entry Requirements and Data Changes
OD 03-16	Young Adult Service Codes
OD 04-16	Adult Service Codes
OD 26-18	CalJOBS Data Change Request
OD 09-17	Measurable Skills Gain
OD 21-21	Training Services Guidance – Degreed Participants
IB 11-12	Communications with Providers of Training Services
OD 18-18	Supportive Services Process

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

Due to the limited funding available for training and the high degree of need for vocational training in Fresno County, it is the Fresno Regional Workforce Development Board's (FRWDB's) policy to provide only one (1) training scholarship to eligible participants within the last seven (7) years. 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, see OD 27-09, Waiver Request Process.

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

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

If a participant already possesses a two (2)-year degree or higher, the Employment Readiness Specialist/Academic Career Advisor (ERS/ACA) is to follow the guidance and process found in OD 21-21, Training Services Guidance – Degreed Participants.

Self-Initiated Training

New Enrollments

- For applicants seeking assistance with the cost of training that was initiated prior to Workforce Innovation and Opportunity Act (WIOA) enrollment, the FRWDB will only cover any costs that are incurred after the enrollment.
- All applicants will be required to follow all prerequisites outlined in this directive, including scholarship approval prior to the start of training.
    - Waivers will not be accepted to waive prerequisites outlined in this directive.

Current Participants

- All current participants that self-initiated training will be required to follow all prerequisites, including scholarship approval as outlined in this directive to be eligible for training assistance.
- Any cost incurred prior to the scholarship approval will not be reimbursed.

Degreed Skills Training Programs

The FRWDB does not support funding of non-vocational specific training programs that result in a two (2)-year degree or higher (see OD 21-21).

Drug Testing Requirement

Providers are responsible for checking whether a negative/pass drug screen is a condition of employment in an occupational field on the Demand Occupations Local List prior to starting the Skills Training Process to make sure the occupation drug screen field has not been revised. Provider staff are to follow the guidance and process in PB 01-21.

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. Young adult participants must be out of school and at least 18 years or older.
4. 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.

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 uploaded to CalJOBS in the participant's Document (staff) section and labeled accordingly under the "Document Tags" field in CalJOBS. 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 Monitoring Department Manager to determine if a funding recapture process with the school is required. See Refund Process on page 8.

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, staff is to follow OD 27-09, Waiver Request Process.

Communications with Training Providers

Service Providers are not to have communications with Training Providers concerning program design, changes to costs or changes to curriculum. See IB 11-12, Communications with Providers of Training Services.

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/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, with any phone number and/or address information redacted. 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 package is to be sent to the FRWDB offices no later than three (3) days prior to the scholarship decision need date or in-person or virtual Panel interview date; unless instructed otherwise by FRWDB staff.

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

Scholarship Package Process

1. For all skills training, Provider submits a complete and accurate Scholarship Package to FRWDB staff via the Egnyte cloud storage.
2. Each Provider will identify a primary and backup senior staff or management representative to submit packages to the FRWDB via Egnyte.
3. When a package has been reviewed and approved for submission, the package will be scanned and uploaded to Egnyte, using the link provided by the FRWDB Information and General Services Division.
4. Remediation training does not require a scholarship package or panel interview.

5. If needed, any Pre-requisite training programs required to complete the primary training program must be included in the scholarship package.
6. The decision on scholarship award will be made via:
   a. In-Person Panel Interview, or
   b. Virtual Panel Interview, or
   c. Desk review by designated FRWDB staff.

After a decision is made, the Scholarship Application Checklist (form# STA-207) will be signed by an Interview Panel member or FRWDB staff and scanned to the ERS/ACA via email (within 24 hours), as evidence of the approval, for upload to CalJOBS[sm].

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 uploaded to CalJOBS in the participant's Document (staff) section and labeled accordingly under the "Document Tags" field in CalJOBS.

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.

Timesheets

In-Person Training Programs: Timesheets are to be completed, reflecting the hours of attendance during the two (2)-week period.

Hybrid Training Programs: Timesheets are to be completed, reflecting the hours attended in the classroom and enter "online" for those days where work was performed remotely. Provider staff must clearly document in the case notes that the participant completed the assigned work for online training. Supportive services for transportation or child care will **NOT** be approved for any online training hours.

Provider staff are to collect timesheets every two weeks and uploaded to CalJOBS in the participant's Document (staff) section and labeled accordingly under the "Document.

Public Education Entities Requirements

In the event a participant chooses 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 specific schools):

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. The student is to fill in the number of hours they were in class, for the days they attended class.
3. For Hybrid Training Programs: Timesheets are to be completed, reflecting the hours attended in the classroom and enter "online" for those days where work was performed remotely. Provider staff must clearly document in the case notes that the participant completed the assigned work for online training. Supportive services for transportation or child care will **NOT** be approved for any online training hours.
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 timesheets and other documentation with payment voucher 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, letter grade or PASS, if a grade or percentage is not given by the school (pass/fail).

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 must upload the Progress Report in the participant's Document (staff) section and labeled accordingly under the "Document Tags" field in CalJOBS.

The information from this form is the supporting documentation for Measurable Skills Gain (MSG), which is required reporting in CalJOBS, see OD 09-17.

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-002E, Bi-weekly Time Sheet
   a. All parties (school, participant, ERS/ACA) sign the timesheet.
   b. Student to turn in completed timesheet at the end of each two (2)-week period.
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, letter grade or pass, if a grade or percentage is not given by the school (pass/fail).
   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 must upload the Progress Report in the participant's Document (staff) section and labeled accordingly under the "Document Tags" field in CalJOBS.

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-220), 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 participant's Document (staff) section and labeled accordingly under the "Document Tags" field in CalJOBS.

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

The appropriate service code is to be opened on the date of the first day of attendance and closed at the completion of the training activity.

Fiscal Process

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 third party expenses that occur after the completion of training may be invoiced to the ITA as long as the cost is incurred within the same program year of the training activity. Any expenses occurring in the next program year should be charged to Supportive Services.

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

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 Services' 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 third party) for each 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 Services' 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 Services is to scan and email the payment request packet to trng-docs@wfc.co, and copy 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/or transcripts (applicable for final payment only)

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.

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 semester, quarter or module only.

Student Drops

Private Training Institutions: 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 ETPL Coordinator in order to determine if there is pre-paid tuition funding that needs to be returned to the FRWDB.

Public Training Institutions: 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 Voucher Payment
  - "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).
- Bulk Purchases – must include a document itemizing the cost, including tax, by participant.
  - i.e.: 1 receipt for 8 pairs of boots; the document needs to identify the participants, showing the total cost for each participant

Payment Reimbursement Requests

Providers of Services are required to submit payment reimbursement request to FRWDB Fiscal Unit within seven (7) business days after the receipt of the invoice or receipt. 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 14 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 26-18, CalJOBS Data Entry Requirements and Data Entry Changes). 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.

<u>Digital Case File Naming Convention/Upload Process</u>

All documents/forms must be uploaded to CalJOBS in the <u>Document (staff)</u> section and labeled accordingly under the "Document Tags" field (Keywords that will be indexed with the attachment) in CalJOBS.

The digital case file standard as described below includes the naming convention of all documents uploaded to CalJOBS. Provider staff must use the digital case file naming convention for ITA documents as follows:

- Utilizing the CalJOBS Case Management System in the <u>Document (staff) section</u>
- Upload/Scan a document
- Input Document Tag name below that is in **<u>bolded underline text:</u>**

<u>**ITA** (Individual Training Account) **/ (Insert Document Tag Name Below):**</u>

- Certificate of Completion
- Participant Training Progress Reports (insert time period)
- Bi-Weekly Timesheets (insert time period)
- Individual Training Agreement (signed)
- Approved Scholarship Award (STA-207)
- PELL Grant/Financial Aid Award Documentation
- Signed TEV
- TEV Fax Confirmation

- Drug Testing Disclosure Form
- Waiver

Electronics Signatures

FRWDB encourages the use of electronic signatures in all internal and external activities, documents, and transactions where it is operationally feasible to do so, where existing technology permits, and where it is otherwise appropriate.

The use of electronic signatures is permitted and shall have the same force and effect as the use of a wet signature, utilizing the following methods:

- Signature pad for replacement of physical signatures
- Adobe Sign/DocuSign for replacement of physical signatures
- Individuals that cannot make it into the office, staff verifies the receipt of electronic signature and case notes verifying that the participant has signed the document electronically.

If any questions, please contact the appropriate FRWDB Program Coordinator, unless otherwise directed in this OD.

Process Flow

The Process Flow is depicted on Pages 11 and 12.

Work Instructions:

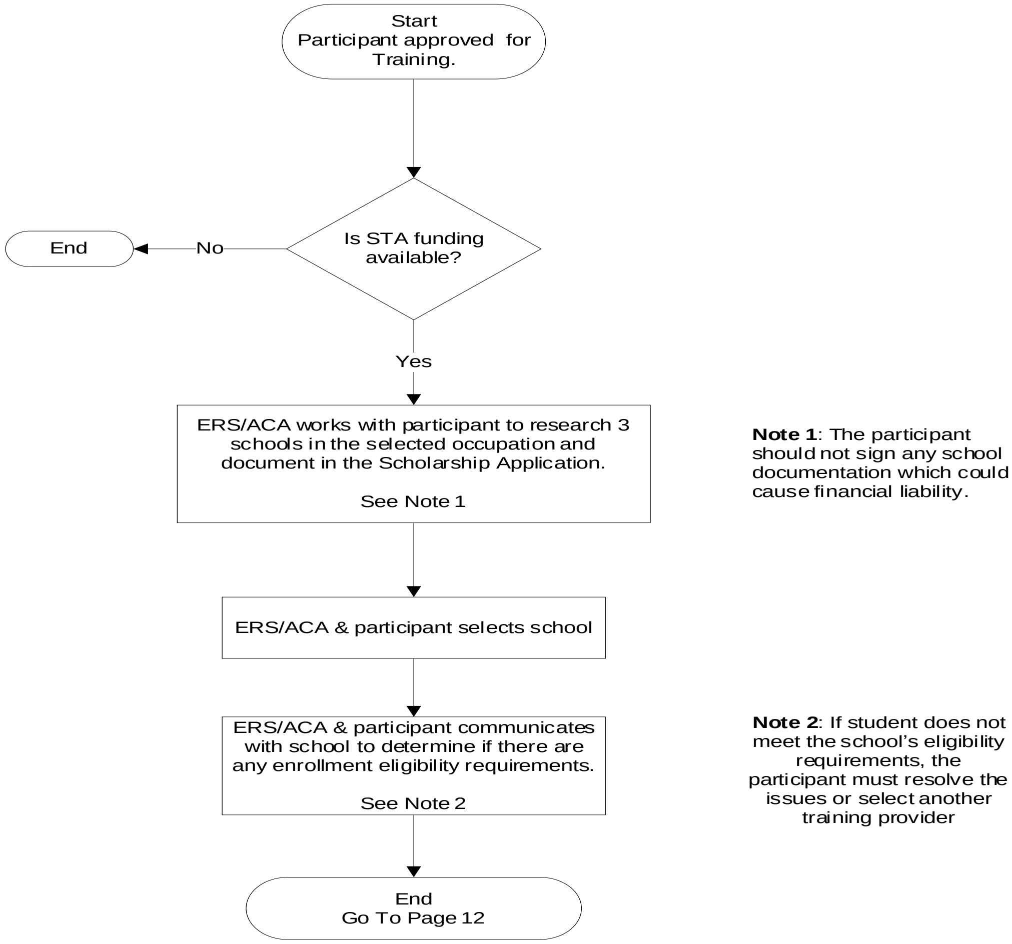
TRN-STA-002, CalJOBs Training and Reference Guide for Skills Training

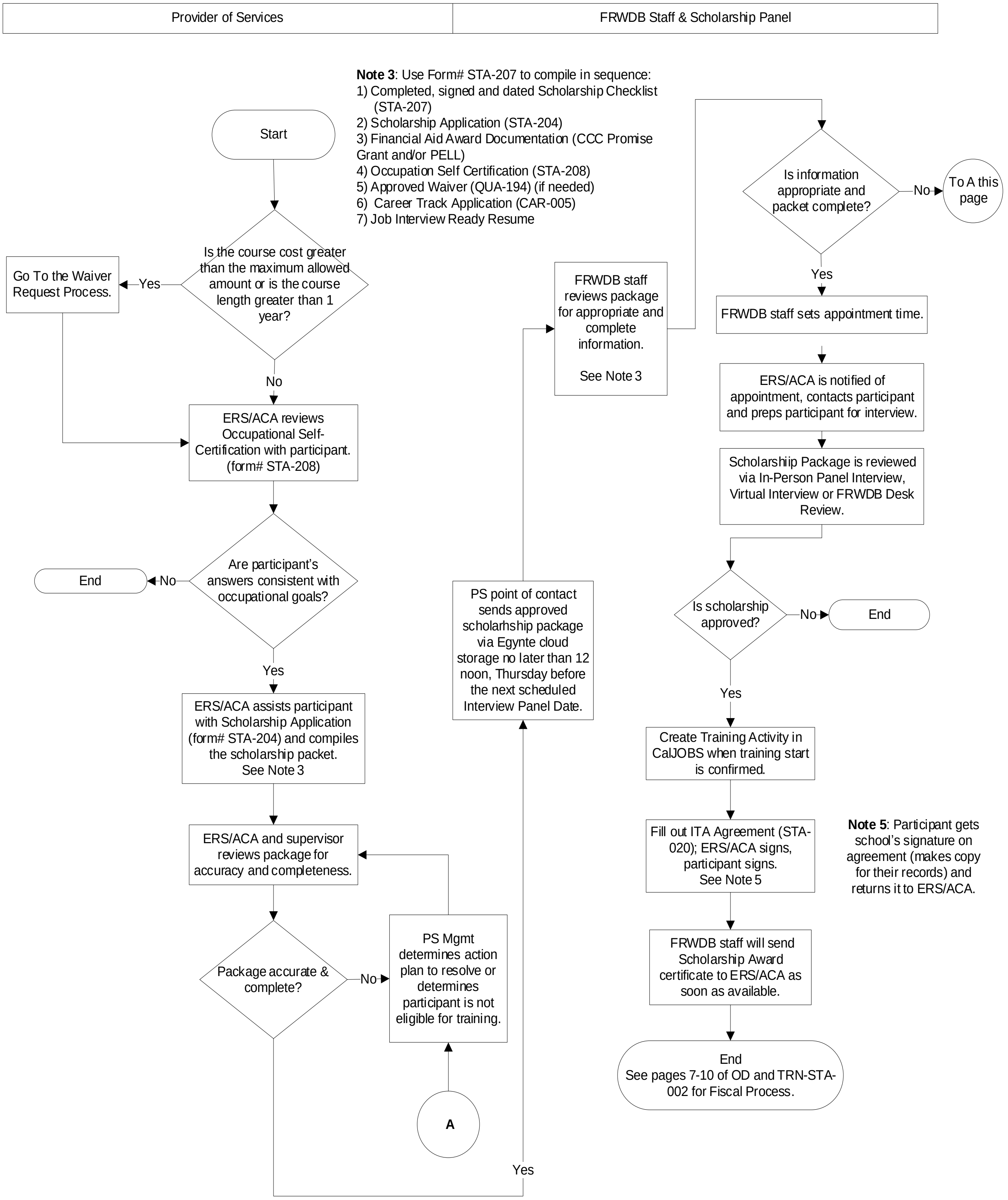
Forms:

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	STA–220	ITA Agreement
STA-221	Participant Progress Report	STA-218e	Public Education Entity Bi-Weekly Time Sheet (electronic)
GEN-002e	Bi-Weekly Timesheet - electronic		

Attachment:

Process Flow




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?
Yes
Go To the Waiver Request Process.
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.
A
Yes
PS point of contact sends approved scholarhship package via Egynte cloud storage no later than 12 noon, Thursday before the next scheduled Interview Panel Date.
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.
Scholarshiip Package is reviewed via In-Person Panel Interview, Virtual Interview or FRWDB Desk Review.
Is scholarship approved?
No
End
Yes
Create Training Activity in CalJOBS when training start is confirmed.
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 7-10 of OD and TRN-STA-002 for Fiscal Process.

Attachment – 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 CalJOBS website. 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.