

AB 19-04

Effective: Retroactive to July 1, 2018

ACTION BULLETIN

TO: Alameda County Workforce Development Board's (ACWDB) America's Job Center for California (AJCC)

DATE: May 15, 2019

SUBJECT: **America's Job Center of California (AJCC) Roles and Responsibilities for Customized and Incumbent Worker Training initiated by ACWDB's Business Services Unit**

Purpose of Bulletin:

This Action Bulletin will establish and define AJCC roles and responsibilities for supporting the Customized and Incumbent Worker training programs as delivered by Alameda County Workforce Development Board's (ACWDB) Business Services Unit (BSU) for Program Cycle 2018-2021 (July 1, 2018 through June 30, 2021).

CITATIONS:

- ACWDB's Action Bulletin (AB) 18-10
- Department of Labor (DOL) Training and Employment Guidance Letter (TEGL) 19-16
- Workforce Innovation and Opportunity Act (WIOA) Section 3 [14] –WIOA Sections 134 (c)(3)(E), 134 (d)(4)

BACKGROUND:

WIOA provides for work-based training options for adults and dislocated workers that simultaneously increase employer engagement and encourage industry partnerships. Customized Training (CT) is one type of work-based training that can be used to target specific job seeker and employer needs. Incumbent worker training (IWT) is another allowable training offered through ACWDB that meets the needs of employers and employees while building and maintaining a quality workforce and averting layoffs.

Customized Training: WIOA allows Local Workforce Development Boards to establish policies and procedures for customized training. The WIOA Section 3 [14] defines "customized training" as follows:

- 1) Designed to meet the special requirements of an employer or group of employers;

- 2) Conducted with a commitment by the employer to employ individuals upon successful completion of the training; and
- 3) For which the employer must pay a significant portion of the cost of training. (At their September 10, 2015 meeting, the ACWDB defined “significant portion” to be a minimum of 50%. This definition is still in effect).

Incumbent Worker Training: The WIOA Section 134(d)(4)(B) [14] defines incumbent worker training as follows:

- 1) Designed to meet the needs of an employer or group of employers to retain a skilled workforce or avert the need to lay off employees by assisting the workers in obtaining the skills necessary to retain employment; and
- 2) Is conducted with a commitment by the employer to retain or avert the layoffs of the incumbent worker(s) who successfully complete training.

POLICY:

Please refer to AB 18-10 for the ACWDB’s local policy, employer and employee eligibility and expected outcomes for the CT and IWT programs.

ROLES AND RESPONSIBILITIES:

ACWDB’s BSU is responsible for marketing and overseeing the execution of the CT and IWT programs with Alameda County employers. The BSU determines employer eligibility for training programs and facilitates the completion of the required training application and master agreement. BSU staff also conducts program monitoring during the training as well as determines compliance with requirements and final reporting.

For new hires or incumbent workers participating in CT or IWT programs, the AJCC will be responsible for “case management” of participants. Activities under “case management” will vary depending on the training program and can include: WIOA orientation to participants, intake and eligibility, enrollment, participant tracking, case notes, quarterly updates, case closures and post-exit follow-up with employers and/or participants – all within the CalJOBS system.

AJCC staff will work with BSU staff to provide an overview of participant enrollment into WIOA for employer partners and will communicate with BSU staff to ensure timely and efficient enrollment/intake and post-exit follow-up of participants. Prior to orientation, ACWDB and Rubicon staff will meet for pre-orientation planning to determine the use of IEPs, Rubicon intake paperwork, whether participants will be WIOA-enrolled and tracking among other identified topics.

In addition, AJCC staff will communicate to BSU staff any employer compliance issues that may affect requests for subsequent training.

Process for Participant Referral and Requirements:

Customized Training:

- 1) WIOA-enrolled candidates eligible for customized training may be referred to ACWDB’s AJCC by Career Service Providers (CSPs) for CT opportunities. These candidates would require pre-screening or assessments to determine appropriateness for the CT opportunity based

on the training needs of the employer. Case management responsibilities would continue under referring CSPs.

- 2) Non-WIOA enrolled candidates referred to CT opportunities would require screening and eligibility determination performed by ACWDB's AJCC and could be enrolled if determined appropriate. Residency and Priority Population requirements may be waived on a case-by-case basis with prior approval from ACWDB. ACWDB's AJCC would receive enrollment credit, but not credit for training expenditure, since training funds will come directly from ACWDB.
- 3) The AJCC will monitor the progress of enrolled participants, and provide BSU with quarterly updates, certificates of completion, a summary file at the completion of training and conduct post-exit follow-up with the employer for all participants.

Incumbent Worker Training:

- 1) As referenced in TEGL 19-16, an incumbent worker is not required to meet WIOA eligibility requirements for training services. Therefore, AJCC case management for IWT participants will be limited in scope.
- 2) In the absence of WIOA enrollment, AJCC staff will utilize an intake form provided by ACWDB staff to gather basic client data on IWT participants.
- 3) AJCC staff will monitor the progress of IWT participants when necessary, certificates of completion, a summary file at the completion of training and conduct post-exit follow-up.

Please refer to Attachments 1-4 which outline processes around enrollment, "case management" and follow-up.

This guidance is being transmitted to the AJCC and should be distributed to the appropriate staff for implementation.

Comments and Questions may be directed to:

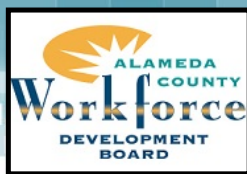
Samantha Miller
Program Financial Specialist
Alameda County Workforce Development Board
24100 Amador Street, 6th Floor
Hayward, CA 94544-1203
510/259-3832; samiller@acgov.org

Or

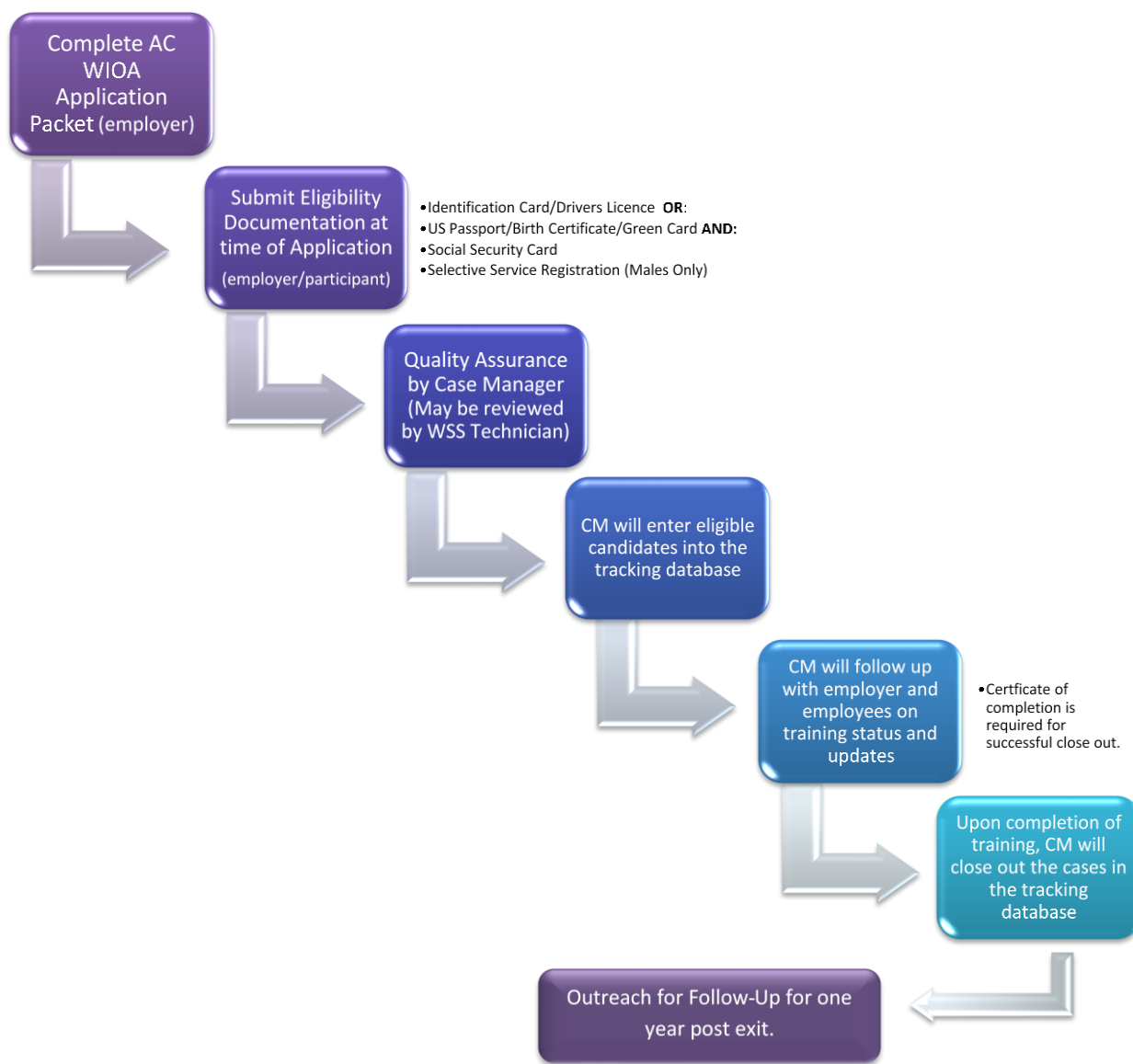
Michele Garcia
MIS Administrator
Alameda County Workforce Development Board
24100 Amador Street, 6th Floor
Hayward, CA 94544-1203
510/259-3802; mggarcia@acgov.org

ATTACHMENTS:

Attachment 1 – WIOA Customized Training Enrollment Flow
Attachment 2 – Customized Training Summary of Tasks
Attachment 3 – Incumbent Worker Application
Attachment 4 – Follow Up Status Form



WIOA – Customized Training Enrollment Flow



CUSTOMIZED TRAINING CASE MANAGEMENT

SUMMARY OF TASKS

Alameda County Workforce Development Board's (ACWDB) America's Job Center of California (AJCC)

1. ORIENTATION WITH EMPLOYER

- a. With ACWDB Business Services Coordinator, explain the WIOA process and documents required for eligibility into the WIOA program – collect prior to orientation if possible
- b. Explain ACWDB's process when meeting with employees (time required for orientation, to complete application and collect documentation)
- c. Determine if interpretation services are required
- d. Schedule Eligibility Orientation (one day only)

2. ELIGIBILITY ORIENTATION WITH EMPLOYEE(S)

- a. Explain the WIOA process and documents required for eligibility into the WIOA program
- b. Assist with completion of the WIOA application packet
- c. Collect required documentation as required to determine eligibility for all individuals who have been identified as potential participants. (*Right-To-Work, ID, Social Security Card, Selective Service-Males Only, Lay off letters etc.*)

3. DATA ENTRY INTO CALJOBS

- a. WIOA Application
- b. WIOA Enrollment Activities (*Correct: Grant Code, Provider Information, Program Information*)
- c. Create hard-copy case file folder with all the appropriate documentation

4. CASE MANAGEMENT

- a. Complete case notes as needed
- b. Obtain progress reports from the employer/school when necessary
- c. Maintain contact with participant/employer/trainer and communicate with Business Services Coordinator on any changes to training (dates, etc.)
- d. Training activity codes may be extended for a period of 30-days at a time, if needed

5. CASE CLOSURE IN CALJOBS

- a. Work with ACWDB Business Services Coordinator to collect certificate(s) of completion from employer/school
- b. Close out all activities with appropriate dates based on last contact
- c. If employment is retained, collect documentation that proves employment (*from the participant/employer*). Also, document any wage increases or promotions that occurred as a result of the training
- d. Enter Measurable Skills Gain and/or credential attainment into the appropriate section in CalJOBS

6. FOLLOW-UP FOR 1-YEAR FROM DATE OF EXIT IN CALJOBS

- a. Required follow up every quarter with participant/employer after date of exit for 1-year
- b. The employer will be the primary contact for gathering follow-up information. There is a follow-up table wherein all the relevant data can be collected from the employer and transmitted to WDB staff
- c. If employees leave the employer, then follow up contact will be made with the individual participant – rather than the employer

INCUMBENT WORKER APPLICATION



Application Date:	Social Security Number:
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CONTACT INFORMATION

First Name:	Middle Initial:	Last Name:
Date of Birth:	Gender: <input type="checkbox"/> MALE <input type="checkbox"/> FEMALE	
Address:	City:	Zip Code:
Phone #:	Phone Type:	Email:

EMPLOYMENT INFORMATION

Employer Name:		
Address:	City:	Zip Code:
Main Phone #:		
Supervisor Name:	Supervisor Title:	
Phone #:	Email:	
Job Title:	Pay Rate:	
Union Representation: <input type="checkbox"/> Yes <input type="checkbox"/> No	Organization Name:	

Applicant Certification Statement: (Not to be signed and dated until all documentation has been provided.) I certify that the information on this application is accurate to the best of my knowledge. I understand that my willful misstatement of the facts may cause my forfeiture of rights in the WIOA Program and may result in criminal action. I give permission for outside sources to be contacted and for them to disclose any information necessary to verify my eligibility for WIOA. I further understand and agree that my social security number and other information on this application will be provided to other government agencies if required by law.

Signature of Participant: _____

Date signed: _____

OFFICE STAFF: Signature of Staff: _____ Date signed: _____

Follow Up Status Form
Customized Training

Employer:	Training Dates:	Begin:	End:
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Participant Info		Status @ Application	Status @ Trng Comp/Case Clsr	Status @ 1 st Q	Status @ 2 nd Q	Status @ 3 rd Q	Status @ 4 th Q
Name	User ID	Job Title Wg/Hr	Job Title Wg/Hr	Job Title Wg/Hr	Job Title Wg/Hr	Job Title Wg/Hr	Job Title Wg/Hr

Employer: Please make note of employees who are no longer with the company and any forwarding contact information to allow us to continue follow-up activities.