

CareerSource Heartland		
SECTION: WIOA	PROCEDURE # D01	PAGE 1 of 6
TITLE: Customized Training	EFFECTIVE DATE: 4/26/2023	
APPROVED BY: DD	REPLACES D01 dated 5/12/2017, 06/24/2015, 08/13/2014, 07/12/2013, 4/12/2011	

PURPOSE: To provide a consistent and well documented format for the approval and implementation of Customized Training opportunities in accordance with CareerSource Heartland (CSH) policy and Workforce Innovation and Opportunity Act (WIOA) guidelines.

PROCEDURE:

Customized Training is an option designed to meet the unique requirements of an employer and requires a commitment from the employer to retain the employment status of current employees who successfully complete training. Customized Training may be provided through community colleges, school districts, vocational technical centers, state universities, licensed and certified private institutions, or by recognized in house employer trainers. Instructors may be educators, state certified trainers, or the employers identified qualified trainers. Training providers are not required to be on the state approved Eligible Training Provider List (ETPL).

Customized Training is most appropriate for adults and dislocated workers with barriers to employment who need industry or occupational skills, unemployed individuals (including long-term unemployed), underemployed workers, and employed workers. The training is intended for high skill occupations and is provided to those individuals meeting CSH self-sufficiency guidelines, to include employment retention. A recognized credential is recommended.

Customized Training is:

- For training newly or recently hired employees and not for retraining existing employees.
- Classroom based.
- Provided by a third party for the employer.

Employed Workers

Customized training of an eligible employed individual may be provided for an employer or group of employers when:

- (1) The employee is not earning a self-sufficient wage or wages comparable to or higher than wages from previous employment, as determined by CSH.
- (2) The customized training relates to introducing new technologies, production, or service procedures, upgrading to new jobs that require additional skills or workplace literacy.

Eligible Businesses must:

- ◆ Have been in operation in Local Workforce Development Area (LWDA) 19 for at least one (1) year prior to application date.

- ◆ Be fully licensed to operate a business in LWDA 19.
- ◆ Have at least one (1) full-time employee.
- ◆ Demonstrate financial viability.
- ◆ Be current on all state tax obligations.
- ◆ Be able and willing to provide written “Need of Training” statement for each employed worker indicating:
 - a. the need for training to retain employment, and
 - b. the employee’s aptitude to successfully complete the training and to practically apply to employment the skills learned in training.
- ◆ Cover significant portion of training, defined as not less than fifty percent (50%) of the cost of training.
- ◆ List the number of employees who will be participating in the training.
- ◆ Be willing to assist with facilitation of trainee eligibility.
- ◆ List the wage and benefit levels of those employees to be trained. This includes wages and benefits at present, prior to training, and anticipated upon completion of training.
- ◆ List any other employer-provided training and advancement opportunities.
- ◆ Be willing to provide follow up information relating to credentials if applicable, and individual trainee wages.

Priority will be given to businesses with twenty-five (25) employees or less but may be provided to employers who are upgrading skills of employees in occupations represented on the local Demand Occupations List or those whose proposals represent significant skills upgrade, needed for employee job retention.

Eligible Participants must:

- ◆ Meet eligibility requirements under WIOA Adult or Dislocated Worker categories.
- ◆ Be a minimum of eighteen (18) years of age
- ◆ Complete the eligibility process
- ◆ Be newly (90-days) or recently employed by the employer
- ◆ Male participants must be registered with Selective Service
- ◆ Meet the criteria that designated training is necessary for individual to retain employment that allows for self-sufficiency per CSH policy

Individual Employment Plan (IEP)

The CSH Career Specialist will develop an IEP for each participant enrolled in Customized Training. The IEP is a negotiated agreement between the participant and CSH detailing what the participant will do to obtain/return to employment and what the program will do to support the participant’s efforts. The IEP is an ongoing strategy that must include a clear employment goal, identify assets and barriers, outline the steps necessary (objectives) to achieve the employment goal, and include appropriate resources and services. The IEP will address any barriers that may prevent the participant from achieving the employment goal.

When selecting Customized Training for a participant, the Career Specialist will include the following in the IEP:

- A determination based on the assessment of the participant’s academic and occupational skill level, prior work experience, that Customized Training is the most appropriate training to meet the participant’s needs.
- The specific short and long-term goals for the Customized Training activity.
- The employer with whom the activity will be done.

- Any other services/activities necessary to support the Customized Training activity.

The IEP will be created using a locally developed IEP tool. The IEP will be recorded in the State's MIS system using service code 205 (Individual Employment Plan). A case note is required and will include a summary of the goals and steps to attain them, as well as a summary of the jobseeker's strengths, barriers, and services needed.

Reimbursable Training Expenses may include but are not limited to:

- ◆ Instructors/Trainers Salaries
- ◆ Curriculum Development
- ◆ Textbooks/Manuals
- ◆ Materials and supplies including space and overhead required for training provision
- ◆ Tuition/fees

Non-reimbursable Costs include:

- ◆ Trainee Wages
- ◆ Purchase of capital equipment
- ◆ Purchase of any item or service that may be used outside the training project
- ◆ Travel expenses of trainers or trainees
- ◆ Assessment, testing, or certification fees

(Note: Non-reimbursable costs can be included as part of the employer's match.)

Businesses must provide matching contribution of a minimum of fifty percent (50%) to the total training project cost. Allowable match includes but is not limited to: wages earned by trainees while in training, wages paid to employees who are trainers, in-kind space costs when training is provided at employer's place of business or when employer has rented facilities for training provision.

Total payment cannot exceed \$4, the approved Individual Training Account (ITA) cap for each individual trained. Under the circumstances of special grant funding, youth contracts, targeted populations, excessive cost of training, or small business issues, CSH's President/CEO may waive the training cap. Waivers must be granted in advance.

WIOA Adult and Dislocated Worker participants enrolled in Customized Training are counted in all performance measures, except for the credential attainment indicator at 20 CFR 6.77.155(a)(1)(iv) for performance accountability purposes.

PROCESS:

Application as Customized Training Employer

Prior to being accepted as a Customized Training site, the Employer must complete the Customized Training application (see attachment D01-1) for approval of services. The CSH Business Operations Team representative may assist the Employer with the completion of this form. The CSH President/CEO then reviews and approves or denies the application.

Businesses failing to retain (without valid reason) those employees who received and successfully completed training will be ineligible for further consideration for these services.

The application is a prerequisite to the development of the Customized Training Contract and may or may not result in a Contract after review.

Customized Training Contract

Upon approval of application, the Customized Training Contract (see attachment D01-2) will be formulated. The application information may be used to expedite the Contract process. The Contract is entered into between CareerSource Heartland and the Customized Training employer. The Contract will specify the occupation for which training is to be provided; the duration of training; the participant(s) to be trained; training costs with employer match cost breakdown; the maximum amount of reimbursement; credential(s) to be earned if applicable; and any other specifics relating to the Contract. The Contract will require that the employer maintain and make available to CSH, through the CSH Business Representative, time and attendance, payroll, and other records to support amounts reimbursed.

Simultaneously, the eligibility process for trainees may begin. In most cases this process will occur on the employer site. Center Branch Managers or their designee, in conjunction with the CSH Business Representative, will assure that all required WIOA documentation is obtained prior to the first day of training. This documentation includes but is not limited to the completed WIOA application with back-up documentation and the Individual Employment Plan (IEP).

Any proposed or needed changes to the original contract must be submitted on the Customized Training Amendment Form (D01-3) and approved by the CSH President/CEO to be considered valid.

Contracts Requirements

The following assurances are required for all contracts:

- (1) Funds will not be used to directly or indirectly aid in the filling of a job opening which is vacant because the former employee is on strike or is being locked out in the course of a labor dispute, or the filling of which is otherwise an issue in a labor dispute involving a work stoppage.
- (2) Funds will not be used to directly or indirectly assist, promote, or deter union organizing.
- (3) Funds will not be used to displace (including a partial displacement, such as a reduction in the hours of non-overtime work, wages, or employment benefits) a current employee (as of the date of participation).
- (4) Funds will not be used to impair an existing contract for services or collective bargaining agreement, and no activity that would be inconsistent with the terms of a collective bargaining agreement shall be undertaken without the written concurrence of the labor organization and employer concerned.
- (5) Funds will not be used to employ a participant in a job if any other individual is on layoff from the same or any substantially equivalent job, or the employer has terminated the employment of any regular employee or otherwise reduced the workforce of the employer with the intention of filling the vacancy created with the participant.
- (6) Funds will not be used to create a promotional line that will infringe in any way upon the promotional opportunities of currently employed individuals (as of the date of the participation).
- (7) Funds will not be used to encourage or induce relocation.

Contracts for customized training must also include all of the following:

- (1) The specific special training requirements of the employer(s).

(2) A statement that the training relates to introducing new technologies, production, or service procedures, upgrading to new jobs that require additional skills, workplace literacy, or other appropriate purposes identified by the local LWDB.

(3) A commitment by the employer to employ or retain the individual(s) upon successful completion of the training.

(4) Clear information that demonstrates the employer pays for a significant cost of the training, as determined by CSH in accordance with the factors identified in WIOA sec. 3(14).

Completion of Training

When training has been completed the employer must submit an invoice, accompanied by proof of payment of invoiced costs, proof of credential(s) earned if applicable, and employment verification. If submitted in its entirety, the invoice along with its back-up should be immediately delivered to the CSH fiscal department. If an invoice is submitted without the required back-up documents, a copy of the invoice should be immediately delivered to the CSH fiscal department and the designated CSH Business Representative will then collaborate directly with the employer to ensure all required documentation missing is submitted in a timely manner.

WIOA Follow-up Services

Follow-up Services may be provided based on the participants need and/or desire for the services. The CSH Career Specialist will enter code F03 - Tracking Progress on the Job, or other applicable F-series code, at the time of the case closure. The participant's receipt of Follow-up Services will be included in the case closure case note. If at the time of case closure, the participant does not want or need Follow-up Services, the CSH Career Specialist will document, in the WIOA case closure case note, the participant's refusal of the services.

CSH Career Specialists will provide Follow-up Services on a quarterly basis and case note the participant's progress in the case note section of the State's MIS. Follow-up Services will be conducted for a duration of 12 months.

Quarterly Follow-ups

As a program participant completes services and their case is exited in the State's MIS, the MIS will trigger four quarters of Quarterly Follow-up Services to be completed. Follow-up Services are mandatory for all exited program participants except for those participants who are globally excluded due to death, institutionalization, health/medical, or reservist called to active duty.

Monitoring

All Customized Training contracts are reviewed by the Business Representative, the Chief Programs Officer (CPO), and the President/CEO prior to signing.

Formal oversight and monitoring of Customized Training contracts will be conducted at random to ensure compliance with applicable laws and regulations, and to ensure the integrity of WIOA funds and review performance. Monitoring will include review of all file and training documentation.

Through its normal internal control processes:

1. CSH's Finance Department completes a desk review to assure billing and fiscal compliance; and;
2. The President/CEO reviews and serves as the check approver prior to remitting payment.

CSH will ensure participating employers agree to cooperate with monitoring requirements conducted by the state and/or LWDB and adhere to all other applicable local, state, and federal rules and regulations.