

CareerSource Heartland		
SECTION: WIOA	PROCEDURE# D17	PAGE 1 of 8
TITLE: Transitional Jobs	EFFECTIVE DATE	3/7/2022
APPROVED BY:	REPLACES	

PURPOSE To provide a consistent and well-documented format for the approval and implementation of Transitional Job opportunities for eligible Adults and Dislocated Workers, in accordance with CareerSource Florida (CSF) policy and Workforce Innovation and Opportunity Act (WIOA) guidelines.

BACKGROUND

Transitional Jobs are subsidized and time-limited paid work experiences and are considered as work-based learning opportunities. Transitional Jobs are designed to enable individuals to establish work histories, demonstrate success in the workplace, and develop skills that lead to unsubsidized employment.

PROCEDURE

CareerSource Heartland’s (CSH’s) Business Operations Team will develop Transitional Jobs work sites and worksite contracts based on open job orders that have proven difficult to fill due to required skill levels or degree of experience needed. Sites are developed cooperatively between the CSH Business Team and the worksite employer. Sites may be developed based on the needs of an identified job seeker, or on the needs of an identified business. The intent is to offer Transitional Job opportunities to individuals who, given some basic experience on the job, will demonstrate the ability to successfully fill the open position.

Transitional Job opportunities may be developed for individuals with barriers to employment who are chronically unemployed or have inconsistent work histories. Individuals must reside in, and businesses served must be located in, the CSH service delivery area which consists of Desoto, Hardee, Highlands, and Okeechobee counties. Transitional Jobs will be developed for employers who are public, private, or non-profit.

Participants will be paid the higher of the federal, state, or local minimum wage, or the prevailing rates of pay for other individuals in similar occupations by the same employer. Training wages may not exceed the most current state wage cap. The wage cap is set at the average hourly wage rate for the State of Florida as determined by the Bureau of Labor Statistics.

The participant will be considered an employee of a third-party employer of record, a staffing agency designated by CSH. The designated staffing agency will administer payroll and benefits related payments. Payroll information will be forwarded to CSH for record-retention purposes and to ensure payments are in accordance with the Transitional Jobs contract. Transitional Jobs program participants are covered by the State of Florida Worker’s Compensation benefits.

CSH will combine Transitional Jobs with comprehensive career services and supportive services as needed.

Eligibility

An individual may be considered for Transitional Jobs when they meet the eligibility requirements for WIOA Adult and Dislocated Worker, and have been determined to be in need of paid Transitional Jobs work-based learning due to:

- Chronic unemployment,
- Inconsistent work history,
- Long-term unemployment,
- Ex-offender status, and/or
- Current or former receipt of Temporary Assistance for Needy Families (TANF) or Supplemental Nutrition Assistance Program (SNAP) benefits.

Male participants over the age of 18 must register for Selective Service.

Intake and Assessment

Program eligibility will be determined through completion of a customer intake, assessment of eligibility, and gathering needed support documentation to establish program eligibility. Suitability is established when a Transitional Job opportunity aligns with a customer's interests, existing skill set or educational background, and is deemed to have the core competencies to be successful in the position and likely to complete the work-based learning based on current needs and barriers. Transitional Jobs worksite employers will have the final selection authority for individuals to be trained in their business.

Transitional Jobs will be recorded in the States MIS using service code 306 (Transitional Jobs). A case note will then be entered that includes the name of the employer, job title, industry, and the expected length of employment.

Individual Employment Plan (IEP)

The CSH Career Specialist will develop an IEP for each participant enrolled in work-based learning. 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 Transitional Jobs 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, and other characteristics, that Transitional Jobs is the work-based learning most appropriate to meet the participant's needs.
- The specific short and long-term goals for the Transitional Jobs learning activity.
- The employer with whom the activity will be done.
- Any other services/activities necessary to support the Transitional Jobs work-based learning 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.

Transitional Jobs Training Plan

A training plan that addresses the needs of the business along with the objectives required for the job seeker must be developed and agreed upon prior to the start of training (Attachment [D17-](#)

01). Training plan objectives can be broad, such as the ability to perform general tasks or to demonstrate required work behaviors, or position specific, such as meeting a quota as established and required by the employer.

A CSH Business Representative will work with the employer to develop the Training Plan with input from the CSH Career Specialist and in coordination with the candidate, by utilizing the employer's job description and the participant's resume. The job description may be obtained from the Employer, or the Business Representative may assist the employer in writing a job description, thus providing a "value-added" service for the employer.

The Transitional Job Training Plan must be agreed upon and signed by the program participant, Transitional Jobs worksite employer, Transitional Jobs worksite employer supervisor, and CSH representative.

Priority of Service

Individuals in different categories may be served first due to priority of service. Individuals will be served in the following order:

- Recipients of public assistance, other low-income individuals according to Federal Low-Income Guidelines, or basic skills deficient.
- Those who are not "low income" but who have one or more substantial barriers to employment such as offender status, homeless, disability, single parent, and language barriers.
- Veterans/eligible spouses.
- Adults underemployed or long-term unemployed (defined as unemployed 27 or more consecutive weeks) may also be considered for services.

Transitional Jobs Outreach

Front line staff and the Business Operations Team will work together to identify appropriate candidates and appropriate Transitional Jobs sites. Identified job seeker candidates must complete WIOA eligibility activities, be determined eligible for the work-based learning, and deemed an appropriate match, with proper training, for the open position. Outreach includes, but is not limited to face-to-face contacts, press releases, networking with other agencies, and speaking to civic organizations.

Transitional Jobs may also be marketed to job seekers by any staff member.

Occupation Eligibility

A Transitional Job contract is appropriate for businesses with open job orders that are difficult to fill due to required skill levels or degree of experience needed.

CSH will ensure that participants are placed in Transitional Jobs for occupations that are in demand in our local area. CSH will ensure that an employer does not use the Transitional Jobs opportunity to directly or indirectly aid in filling a job opening that is vacant because the former occupant is on strike or involved in a labor dispute that may lead to a strike.

Duration and Amount of Reimbursement of a Transitional Job

Transitional Jobs will be paid 100% of hourly wages only (no benefits), not to exceed forty (40) hours per week, for twelve (12) weeks, **or** a maximum of 480 total hours. CSH will not exceed 10 percent of our combined Adult and Dislocated Worker program funds for Transitional Jobs.

Eligible Business

- ◆ Have been in operation in LWDA 19 for at least one (1) year prior to application date
- ◆ Be fully licensed to operate business in LWDA 19
- ◆ Demonstrate financial viability

- ◆ Be current on all state tax obligations
- ◆ Have at least one (1) full-time employee
- ◆ Assure that Transitional Jobs funds will not be used to directly or indirectly assist, promote, or deter union organizing
- ◆ Assure that the Transitional Job does not directly or indirectly aid in filling a job opening that is vacant because the former occupant is on strike or involved in a labor dispute that may lead to a strike.
- ◆ Assure there will be no displacement of regular employees or replacement of laid-off workers by the Transitional Job program participant
- ◆ Assure they will comply with the non-discrimination and equal opportunity provisions of WIOA and its regulations
- ◆ Identify open positions the employer seeks to fill with Transitional Jobs trainees
- ◆ Have Job Descriptions for each open position to be filled
- ◆ Have an open Job Order
- ◆ Abide by all health and safety standards, including Child Labor laws, established under state and federal law
- ◆ Hold harmless to the extent permitted by state law, and, if necessary, defend and indemnify CareerSource Heartland from all claims, liabilities, and litigation of any nature whatsoever arising out of, because of, or due to, any breach related to the implementation of the Worksite Training Contract

No participant may be placed in a Transitional Job where a member of that person's immediate family is directly supervised by or directly supervises the participant. Family means two or more persons related by blood, marriage, or decree of court.

Regulations otherwise applicable to working conditions of the Worksite Employers' employees shall be applicable to the working conditions of the Transitional Jobs program participant.

Transitional Jobs participants are not permitted to work, or receive services or training in working conditions, buildings or surroundings which are unsanitary, hazardous, or dangerous to their health or safety. Participants may not be engaged in sectarian or political activities.

Employer Worksite Review

To develop a worksite, a CSH Business Representative will complete a Transitional Jobs Employer Worksite Review (Attachment [D17-02](#)) to certify:

Site Activities

- Will there be sufficient activities, adequate supervision, knowledgeable supervisors, alternative arrangements in case of inclement weather, and sufficient materials, tools, and equipment for participants.

Safety Review

- Does the site appear to be safe and sanitary, are Employment/Labor Laws posters posted, no hazardous materials in areas where participant will be, safety gear available, and will the site provide the necessary safety gear for participants, if required.

Operations Checklist

- Employer has open Job Order, attempts to fill the Job Order have been unsuccessful, business and position meet Transitional Jobs work-based learning requirements, wage rates meet regional requirements, and there are no liens or judgments filed against employer.

If the CSH Business Representative identifies any concerns with the site, steps will be taken to alleviate the concerns. Business Representative will ensure that all concerns identified are alleviated prior to the worksite being approved for a Transitional Job's participant.

Employer Worksite Training Contract

Once the worksite review has been completed and approved, the Business Representative facilitates completion of a Worksite Training Contract (Attachment [D17-03](#)) with the selected worksite partner. Three (3) copies of the Worksite Training Contract will be created for original signatures. The Business Representative will review the Contract with the employer to assure that all terms are understood.

WIOA regulations require a job description for each Transitional Jobs position. If an employer is approved for multiple Transitional Job positions, job descriptions will be required for each position.

The Employer Worksite Training Contract must be signed by the staffing agency, the worksite employer, and CareerSource Heartland.

The contract will include:

- A clear state of purpose.
- A job description.
- A training plan.
- Requirements of the worksite employer, participant and staffing agency.
- Contact information for the Supervisor.
- The worksite address.
- Record-keeping, attendance, and payroll information.
- The duration of the activity.
- Signature and dates of all parties to the contract.
- A process to monitor the participant's worksite activities and ensure adherence to the records retention requirements, as applicable.
- Required tools, equipment, or uniforms, if applicable.
- Health and safety standards established under federal and state law otherwise applicable to working conditions of employees, shall be equally applicable to working conditions of participants engaged in any work-based learning activity
- Signatures of both the worksite employer and the staffing agency.
- 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.
- Funds will not be used to directly or indirectly assist, promote, or deter union organizing.
- 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).
- 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.
- 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 that 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.

- 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).
- Funds will not be used to encourage or induce relocation.

Worksite Training Contract and Worksite Approval Process

The CSH Business Representative will collect the application packet, which includes:

- the signed Transitional Jobs Employer Worksite Review form,
- three signed copies of the Worksite Training Contract, and
- a copy of the employer's job description(s).

The required Training Plan and a resume must be added once the participant has been identified and the plan has been developed.

The Business Representative will thoroughly review the packet to assure all aspects meet programmatic requirements.

The application packet should also include:

1. Copies of documents from sunbiz.org
<http://www.sunbiz.org>
 - a. Is business listed?
 - b. If so, how long in business?
 - c. Check for Federal Lien registration and Judgment Lien information (red flag).
2. Copies of the State's Management Information System's (MIS) case notes of the Job Order reviews. This includes case notes assuring that appropriate job matching activities occurred, and that legitimate unsuccessful attempts have been made to fill the open position with qualified candidates. Results must be documented in the State's MIS by entering case notes on the employer job order side and the job seeker side.

The Transitional Jobs Training Contract is a legally binding contract between CSH and the employer and must be submitted to appropriate staff for approval. Three copies of the final application packet will be presented to CSH's President/CEO for review and approval or denial.

Once all originals have been signed by all parties as required, the document distribution is as follows:

1. One copy of original contract packet with all original documents remains in the CSH Administrative Office.
2. One copy of original contract will go to Employer and one copy to the staffing agency.

Transitional Jobs Employer Manual

Once the approval process is completed, the Business Services Representative will review the Transitional Jobs Employer Manual with the worksite employer. The employer will sign the Worksite Employer Manual Acknowledgement form. A copy of the form will be placed in the hard copy file of the participant.

Worksite Employer Information Emailed to Designated Staffing Agency

When the Work Experience Contract has been approved, CSH Career Specialist will email the designated staffing agency to provide the details on the worksite employer and the position. Details will include Worksite Business name, address, phone number, and all contact information, as well as the job order/position details including drug testing and background screening

requirements. The Transitional Job work-based learning may not begin until this process has been completed.

Participant Referral to Designated Staffing Agency

Following determination of WIOA eligibility, CSH Career Specialist will refer the participant to the designated staffing agency. The staffing agency will complete in-processing, provide safety training and instructions on how to complete and submit time sheets and collect paycheck. The CSH Career Specialist will then refer the participant to the appropriate job order.

Job Readiness Training

Once participant has completed all necessary in-processing and orientation with the Staffing Agency, they must attend a workshop or complete an online course in job readiness. The participant may not begin the work experience training until this step is completed.

Monthly Progress Report

Participant progress reports (Attachment [D17-04](#)) must be completed by the employer and submitted to CSH on a monthly basis. The progress reports are based on the Transitional Job participant's performance in terms of the skills learned as well as expected work habits. The employer will rate the trainee based on a rating scale of – Poor, Marginal, Good, Very Good, and Excellent.

The form must be signed and dated by both the employer and the participant. A copy is submitted to the CSH Business Representative and then forwarded to the WIOA Career Specialist for the participant's case file.

Monthly, the participant will report their progress to their Career Specialist. This report can be verbal, but the Career Specialist must assure that the training being provided coincides with the participant's training plan, and that, from the participant's viewpoint, progress is being made. Monthly contact will be case noted in the State MIS.

Participant Time Sheets

Each Transitional Job participant is responsible for completing their timesheets, obtaining their supervisor's signature, and submitting the timesheets to the designated staffing agency, on the timeline established by the staffing agency.

Monitoring

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

Formal oversight and monitoring of Transition Jobs 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 documentation received directly from the staffing agencies; monthly progress reports; and participant comments on progress and training. CSH designated staff will conduct a minimum of one visit per worksite to assure that contracts and training plans are being followed. Within reason, efforts will be made to conduct monitoring while participants and supervisors are on-site.

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.

Amendment to Original Contract

There may be occasions where the original worksite contracts require modification. A worksite employer may request an amendment to the original contract using the Transitional Jobs Training

Amendment form (Attachment [D17-05](#)). Amendments may be requested to change start or end dates of training, change a supervisor or provider contact information, or change trainee information. Any change in trainee information must be discussed in advance and justified by circumstance. A change to end dates of training may be considered when an event occurs that prohibits the participant from completing their 480 hours in the original time span agreed upon (i.e. unexpected extended illness of the participant).

Additional Consideration

Although this should be an exception and not the rule, Transitional Jobs training may be coupled with other formal training options when the need is justified and approved by CSH's President/CEO. In these circumstances, the justified need should be clearly documented in a formal request to the CSH President/CEO. The President/CEO will keep the CSH Board aware of these situations as they occur.

Worksite employers who exhibit repeated use of Transitional Jobs candidates with no resulting hires may be deemed ineligible for additional services through this program.

On occasion, under specialized circumstances, it is possible to place an individual in a Transitional Job worksite when no job is available, in order for the individual to gain needed experience and skills that will promote their hire elsewhere. The process for worksite application will be similar but will not require verification of hard to fill job order. The Participant application process and the follow-up criteria will remain the same. The CSH President/CEO must approve these special cases in advance.

Under specialized circumstances, the requirement that eligible businesses must have been in operation in LWDA 19 for at least one (1) year prior to the application date may be waived. The CSH President/CEO must approve these special cases in advance.

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 a 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.

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.

If at the time of case closure, the participant does not want or need Follow-up Services, the CSH Career Specialists will document, in the WIOA case closure case note, the participant's refusal of the services.

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 with the exception of those participants who are globally excluded due to death, institutionalization, health/medical, or reservist called to active duty.