



## Eligibility for Training Services

Department: Office of Economic & Workforce Development

Effective Date:  
September 1, 2012

Directive # 09-12

Supersedes: 09-07

### **PURPOSE**

This directive provides guidance eligibility for training services under the Workforce Investment Act (WIA) programs.

### **REFERENCES**

- Workforce Investment Act (WIA) Section 134
- Workforce Investment Act (WIA) Regulations 20 CFR 663.220; 20 CFR 663.300-320, 20 CFR 663.400-430

### **POLICY**

Training services may be made available to employed and unemployed adults and dislocated workers:

- Who have met the eligibility requirements for intensive services, have received at least one intensive service, and who have been determined to be unable to obtain or retain employment through such services (see Attachment 1- Intensive Service to Training Service Determination Form;
- Who have been certified eligible based upon income, or worker dislocation;
- Who, after an interview, evaluation, or assessment, and case management, have been determined by the OEWD Workforce Director to be in need of training services and to have the skills and qualifications to successfully participate in the selected program of training services;
- Who select a program of training services that are directly linked to the employment opportunities in the local area involved, or in another area in which the adults or dislocated workers receiving such services are willing relocate;
- Who are unable to obtain grant assistance from other sources to pay the costs of such training, including Federal Pell Grants, or who require WIA assistance in addition to other sources of grant assistance, including Federal Pell Grants; and
- Who are determined eligible in accordance with the local priority system.

## **Pell Grant Provisions**

WIA funding for training shall be limited to individuals who:

- Are unable to obtain other grant assistance for such services, including Federal Pell Grants; or
- Require assistance beyond the assistance made available under other grant assistance programs, including Federal Pell Grants.

Service providers must coordinate training funds available and make funding arrangements with One-Stop partners and other entities. Training providers must consider the availability of Pell Grants and other sources of grants to pay for training costs, so that WIA funds supplement other sources of training grants.

A WIA customer may enroll in WIA funded training while his/her application for a Pell Grant is pending as long as the One-Stop service provider has made arrangements with the training provider and the WIA customer regarding allocation of the Pell Grant, if it is subsequently awarded. In that case, the training provider must reimburse the One-Stop service provider the WIA funds used to underwrite the training for the amount the Pell Grant covers.

Reimbursement is not required from the portion of Pell Grant assistance disbursed to the WIA customer for education-related expenses.

## **Training Services**

Training services that may be provided to a WIA adult or dislocated worker and funded through an Individual Training Account (ITA) include:

- Occupational skills training, including training for nontraditional employment
- On-the-job training
- Programs that combine workplace training with related instruction, which may include cooperative education programs;
- Training programs operated by the private sector;
- Skill upgrading and retraining;
- Entrepreneurial training;
- Job readiness training;
- Adult education and literacy activities provided in combination with the above training services; and
- Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.

## **On-the-Job Training**

On-the-job training (OJT) is provided under a contract with an employer in the public, private non-profit, or private sector. Through the OJT contract, occupational training is provided for the WIA customer in exchange for the reimbursement of up to 50 percent of the wage rate to compensate for the employer's extraordinary costs.

The OEWD will not contract with an employer who has previously exhibited a pattern of failing to provide OJT customers with continued long-term employment with wages, benefits, and working conditions that are equal to those provided to regular employees who have worked a similar length of time and are doing the same type of work.

An OJT contract must be limited to the period of time required for a customer to become proficient in the occupation for which the training is being provided. In determining the appropriate length of the contract, consideration should be given to the skill requirements of the occupation, the academic and occupational skill level of the customer, prior work experience, and the customer's individual employment plan. See the OJT Directive Number 23-12.

OJT contracts may be written for eligible employed workers when:

- The employee is not earning a self-sufficient wage as determined by Local Board policy; and
- The OJT relates to the introduction of new technologies, introduction to new production or service procedures, upgrading to new jobs that require additional skills, workplace literacy, or other appropriate purposes identified by the Local Board.

Regarding the conditions that govern OJT payments to employers, on-the-job training payments to employers are deemed to be compensation for the extraordinary costs associated with training customers and the costs associated with the lower productivity of the customers. Employers may be reimbursed up to 50 percent of the wage rate of an OJT customer for the extraordinary costs of providing the training and additional supervision related to the OJT. Employers are not required to document such extraordinary costs.

## **Customized Training**

Customized Training is training:

- That is designed to meet the special requirements of an employer (including a group of employers);
- That is conducted with a commitment by the employer to employ, or in the case of incumbent workers, continue to employ, an individual on successful completion of the training; and

- For which the employer pays for the prescribed percent of the cost of the training listed on the customized training directive Number 07-07.

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

- The employee is not earning a self-sufficient wage as determined by Local Board policy;
- The customized training relates to the purposes identified by the Local Board.

### **Priority in Training**

In the event that funds allocated for adult or dislocated worker employment and training activities are limited, priority shall be given to recipients in accordance with the “Priority for Services” policy, as authorized and issued by the OEWD.

### **Training in Targeted Occupations**

Training services shall be directly linked to occupations that are in demand in the local area, or in another area to which an adult or dislocated worker receiving such services is willing to relocate, except that a local board may approve training services for occupations determined by the local board to be in sectors of the economy that have a high potential for sustained demand or growth in the local area.

### **Training Providers**

It is the policy of the OEWD to fund training through the use of Individual Training Accounts (ITA’s) only with those vendors listed on the State of California Eligible Training Providers List.

### **INQUIRIES**

Inquiries should be addressed to the OEWD Director of Operations at 415-701-4848 or [workforce.development@sfgov.org](mailto:workforce.development@sfgov.org).

*OEWD and its service providers shall follow this policy. This policy will remain in effect from the date of issue until such time that a revision is required.*



## ATTACHMENT 1

### Office of Economic and Workforce Development Workforce Development Division

#### Intensive Services to Training Services Determination

Customer Name: \_\_\_\_\_ SSN: \_\_\_\_\_

- Individual Employment Plan (IEP) completed and signed/dated by the customer**
- Based on an objective assessment of skills, aptitudes, interests, preferences and customer choice.
  - Customer determined to be in need of training and has the skills and qualifications to successfully participate.
  - Training in a demand occupation with career growth.

Unable to obtain or retain employment that leads to self-sufficiency through intensive services

- Obsolete/Inadequate job skills
- Insufficient education for job sought
- Lack of public job orders
- Lack of transferable skills
- Lack of work readiness skills
- Wage variables
- Economic conditions in the Local Workforce Investment Area
- Industry contraction/restructure

Good attendance in at least one (1) intensive service

- Case management for participants
- Comprehensive assessment
- Development of IEP
- Individual counseling and career planning
- Short term prevocational services
- Other intensive services \_\_\_\_\_
- Non-WIA funded intensive services provided by partner agencies \_\_\_\_\_

Accomplished the following tasks prior to training enrollment

- Attend mandatory workshop(s) and orientation to career assessment (obtain signature)**
- Completed Job Search History Form**
- Financial Aid as appropriate, including Pell**
- Completed a performance appraisal of several schools
- Conducted an informational interview, job shadowing, labor market research, or incumbent interview in field of interest
- Visited school, toured the facility, and talked to current faculty and students**
- Reviewed family finances with job seeker to ensure family has assessed self-sufficiency while in training
- Other** \_\_\_\_\_

Case Manager Signature: \_\_\_\_\_ Date: \_\_\_\_\_