Standard

Cumberlands Kentucky Career Center (KCC) system will provide eligible customers with scholarships for a full range of training services by establishing Individual Training Accounts (ITA). Training services include occupational skills training, basic skills training, skills upgrading, retraining, entrepreneurial training and job readiness training. To ensure customer choice eligible customers will select providers, from the list of approved providers, after consultation with a Career Manager. KCC WIOA staff will then use the individual referral process approved by the Cumberlands Workforce Development Board (CWDB) to connect customers to their selected training providers.

The One-Stop Career Center Operator of the Cumberlands Workforce Development Area (CWDA), in its Consortium Agreement states, “The Lake Cumberland Area Development District (LCADD) shall deliver planning, evaluation, procurement, contracting, monitoring and management information systems services to administer programs of the CWDA, in accordance with the Cumberlands Workforce Development Plan. WIOA Career Managers shall provide case management and support services to WIOA Title 1 participants in intensive and training services; refer individuals to one-stop partners, collect performance information from partners, and OJT and customized training providers. LCADD shall function as the CWDA grant sub-recipient/fiscal agent for WIOA Title 1 resources.

Intent

The KCC referral system is intended to provide appropriate training services for eligible KCC customers. Individual referral is the process of referring customers to approved training providers and committing workforce resources to pay for appropriate skills training. WIOA Career Manager establish ITA’s to identify available and needed resources to complete training, obligate funds, and track expenditures. Training providers are selected through a state administered certification process in which organizations provide information and if approved are placed on a statewide approved training provider list.

- The individual referral process is designed to allow LCADD to pay for a variety of skills training that meets individual customers’ needs and are within the sectors determined as having high employment status by the CWDB. Skills training may be just one of a menu of services to be provided to customers.

- Skills training may be occupation specific or non-occupation specific. Occupation-specific skills training must provide the individual receiving training with the skills necessary to be job ready in that occupation. Non-occupation specific classroom training provides individuals with general skills that can apply to more than one occupation but are essential for customers’ employability. Types of non-occupational specific classroom training include training in GED preparation, basic academic or remedial skills, literacy, entrepreneurial skills, job readiness and training on specific computer software.

- This ITA policy applies to any Adult, Dislocated Worker, National Dislocated Worker, Out-of-School Youth or Trade customer referred from a Cumberlands KCC to skills training regardless of the funding stream that is paying for the training. To be eligible for an ITA a customer must be considered a full-time student (minimum of 12 hours per semester with the exception if required classes available are under 12 hours). <u>Funding streams may include Workforce Opportunity and Innovation Act (WIOA) Adult, NDWG, Dislocated Worker, Out-of-School Youth; and Trade (TAA).</u>

- Individual funding streams that pay for KCC services have specific guidelines that apply to the use of funds. This ITA policy does not replace any of those guidelines.

- Consistent with KCC Operational Guidelines, customers must be afforded access to career services before establishing an ITA and referring the customer to training.

- KCC staff must complete a thorough assessment of a customer's education level, career interests and aptitude before arranging any type of training. WIOA Career Managers are responsible for ensuring that any training provided to customers is appropriate and necessary to meet that customer's employment goal.

- KCC staff is responsible for developing an assessment for customers before arranging for any type of training. The assessment must be developed with the customer and the customer must have significant input into the assessment.

- Appropriate training is selected based upon the assessment results. Any training selected should be appropriate for that specific customer. A customer chooses from the list of approved training providers, with assistance from WIOA Career Managers. When appropriate, a training account is established for each customer.

- Training services are an integral part of the services provided by the KCC network and are not to be separated or distinguished from the system.

<u>Establishing Individual Training Accounts</u>

The following are processes and procedures that illustrate the individual referral process and establishing individual training accounts.

1. A KCC customer has accessed career services and is still unemployed or underemployed. <u>(Underemployed is considered not earning a self sufficient wage which is defined as follows: *adults* - earning less than 175% of the lower living standard; and *dislocated workers, Nation dislocated workers and trade* – the higher of 175% of the lower living standard or 80% of their wage at the time of dislocation.)</u> KCC staff learns of the customer's situation and makes the decision to further assess the individual's employability. Appropriate counseling notes are documented that reflect the KCC staff decision to further assess the customer.

2. If a customer has not been provided an in-depth assessment, KCC staff provides these services to customers that are being considered for training opportunities. An in-depth assessment of customers' skills, abilities, interests and aptitudes; a thorough interview with the customer; and an accurate employment plan are tools KCC staff must use to accurately assess a customer's employment situation and recommend appropriate services.

3. The customers' specific barriers to employment that are identified through the assessment and interview process are recorded in KEE Suite Staff Connect. The services recommended by KCC staff address these employment barriers. KCC staff should be knowledgeable of the local labor market and be able to counsel the customer on the types of occupations that have the best employment possibilities and the industries in which these occupations are found. KCC staff should discuss with customers the concept of demand occupations and how it relates to the KCC individual referral process. In effect, only programs of study that train in occupations for which there is a demonstrated employer demand are approved for inclusion on the certified training provider list. KCC staff can only refer customers to training in occupations that demonstrate employer demand.

4. If the customer possesses a barrier due to Limited English Proficiency (LEP), KCC staff should exhaust all efforts to seek interpreter to assist with provided services or refer customer to the Kentucky Adult Education center located in the county of residence of the customer. During or after LEP services the customer will receive the same services provided to all other customers.

5. If training services are required for the customer to attain to the desired employment goal, then the specific type of training is recorded in KEE Suite Staff Connect along with anticipated completion dates. The training required may be occupation-specific or non-occupation specific training. After successfully completing occupational skills training, the trainee must be job ready. Non-occupation specific training includes classroom training in GED preparation, basic academic or remedial skills, literacy, entrepreneurial skills, and job readiness.

6. KCC staff works with the customer to identify the resources that are needed and the resources that are currently available to pay for training. All sources must be identified including Pell grants. Customers are not expected to take out loans in order to pay for needed training and will never make this a consideration of receiving assistance from KCC's. If customer (Adult) has previously used an ITA to train for a demand occupations the use of a second ITA will not be allowed.

7. After all available resources are identified, KCC staff determines the resources required from the WIOA system to pay for training. This amount is determined by completing the Cost of Attendance and Unmet Need forms. The amount of WIOA funds needed, is determined by the unmet need amount set aside in an Individual Training Account or ITA. An ITA is simply a specific amount of money that is allocated by a KCC staff to pay for a particular customer's training services. An ITA represents the WIOA obligation to pay a specific amount of money

towards tuition, fees, books and supplies for training. It does not represent an obligation to pay a particular training provider. Other services available through WIOA such as transportation, childcare and living expenses should be paid for outside of the ITA.

8. WIOA Training funds are restricted to paying for tuition, fees, books and supplies and cannot be used for customers' living expenses even though the customer may need assistance with living expenses while attending training or school. Pell grants are less restrictive. KCC's must help customers make the best use of all available resources to cover needed expenses. KCC staff will assist customers in applying for any appropriate form of assistance, financial or otherwise, needed to enable that individual to attend training and find a suitable job, including Pell grants and other grants-in-aid available through approved training providers.

9. KCC staff determines the workforce resources that will fund an ITA. KCC staff is encouraged to research for customers' services from appropriate funding streams and to make the best and most efficient use of all resources for which a customer may be eligible.

10. The CWDB has developed a tiered approval structure for authorizing ITAs. A KCC Career Manager has the authority to establish an ITA for Adults and Dislocated Workers up to $3,500 per calendar year for two years maximum and may only be used for tuition. Only exception if there is a balance of funds available at the end of the second year the balance can be used for licensure testing and fees. An ITA for $4,000 can be established for Adults and Dislocated Workers who receive no financial assistance. This will be used for tuition first with any balance available to purchase textbooks. ITA's for short term training (defined as programs that can be completed in one year or less) such as Lineman Training is set at $4000 or CDL are set at $3,800. If a career pathway is selected that may require a certification before enrolling in Training, the ITA may be increased by $500 using either youth or adult funds. Use of the $500 must have the approval of the Workforce Director. The Phlebotomy, Pharmacy, Patient Care/SRNA Tech, and Medical Office Assistant programs ITA's at Campbellsville University are capped at $1,750.00. The Certified Medical Assistant program ITA's at Campbellsville University are capped at $2,000. ITA's for the SRNA program at Campbellsville University are capped at $500. ITA's for Lineman Training is $4,000, an additional $1,000 ITA will be available for individuals taking additional Fiber Optic Training at the conclusion of the Lineman Training. ITAs for Trade (TAA) customers may be more as trade customers cannot have any out of pocket expenses for training. If an Adult or Dislocated Worker customer needs more than the set amount per year for an ITA, a Career Manager must obtain approval from the CWDB. If a customer needs training for more than two years, perhaps basic skills training combined with occupational skills training; the Career Manager must obtain approval from the CWDB. The CWDB may develop additional levels of approval, if appropriate. The process is intended to provide needed checks and balances on training expenditures and at the same time give career managers the flexibility they need to serve customers with training needs that require a greater investment. This ITA structure and related costs are subject to availability of funds.

11. The customer, working with KCC staff, chooses a training provider from the list of approved training providers that have been certified by local workforce boards or the Kentucky Education and Workforce Development Cabinet through the Office of Employment and Training. KCC staff may only refer customers for training to a provider that is on the state list of approved training providers.

Individual Referral Process

12. KCC staff provides the customer with information on the training provider including a contact name, address and telephone number. KCC staff complete the Individual Referral Cost Obligation Report and forwards it to the training provider that has been jointly selected by the customer and KCC staff. The Individual Referral Cost Obligation Report is used for information regarding tuition, costs, schedules, estimated costs for books, etc. This form may be faxed, mailed, hand delivered by staff, or picked up by the training provider or sent with the customer. KCC staff may arrange an initial meeting with the training provider if the customer so desires.

13. In the initial meeting with the customer, the training provider reviews schedules, books, supplies, necessary tests, registration and any financial aid available.

14. The training provider notifies the KCC of the customer's enrollment in a class or program as soon as possible. The training provider completes the **Individual Referral Cost Obligation Report** and returns it the KCC by fax or mail.

15. **Individual Referral Cost Obligation Report** is used as a tool to track obligated dollars and to complete the **Authorization for Enrollment Voucher**. The training provider will provide any additional information requested by Career Center staff.

Common Agreement

16. KCC staff completes a common vendor agreement as described in issuance from Lake Cumberland Area Development District (LCADD).

Authorization for Enrollment

17. KCC staff completes the **Authorization for Enrollment Voucher** that is mailed or faxed to the training provider. If faxed, the original should be mailed to the provider. This voucher is very important as the training provider uses it to request payment from the LCADD for the training provided to a particular customer. A copy of the voucher is mailed to the LCADD with an original invoice from the training provider.

18. If the cost of training changes from what has been agreed upon and documented on the voucher, the training provider must notify the KCC staff person designated as the contact person. The Career Manager will issue an amendment to or an amended voucher to reflect the changes.

Attendance and Progress

19. The **Attendance Report** is completed by the customer and must have an instructor(s) to sign the report. An Attendance Report must be completed in its entirety including appropriate signatures. Comments concerning progress of customer should be detailed in KEE Suite Staff Connect. The purpose is to document that the customer is making progress and to address any additional barriers that may surface during training. The customer must submit original Attendance & Progress Report at case management visit to the designated KCC staff which is uploaded to customer KEE Suite Staff Connect workforce case along with a workforce activity. As part of progress report any courses that show as failed on customer's transcript must be retaken at the cost of the customer.

20. If the training provider has any additional counseling notes, KCC staff should be notified and/or receive a copy of them at the time of occurrence.

Employment

21. Prior to completion of training, KCC staff and the training provider should discuss plans for job search and employment with the customer. The customer is urged to use any placement services available through the training provider to augment the placement services provided at the career center.

22. If the customer is not employed at the end of the training, the customer should come back to the KCC for job search assistance and to use the employment resources at the KCC.

23. At completion of training, the training provider or customer notifies the Career Manager of the customer's status by a phone call, a fax, mail or by other electronic means.

24. It is the responsibility of KCC staff to verify employment and provide follow-up services.

25. If the customer fails to complete the training, the training provider mails to the designated KCC staff any counseling notes or other information related to the customers training. KCC staff includes this information in the customer's workforce case notes and enters the appropriate information into KEE Suite Staff Connect.

Post-employment Services

26. Regardless of whether or not the customer is employed at the end of training, KCC staff will provide ongoing contact, counseling, and employment assistance to the customer.

Tracking

27. KCC staff is responsible for maintaining up-to-date customer records in KEE Suite Staff Connect that accurately reflect customers' activities at any given point in time. KCC staff is responsible for developing and maintaining up-to-date information in KEE Suite Staff Connect .

28. LCADD staff must track and be able to report training expenditures in several dimensions including the following: by customer (individual ITA), by funding stream and if needed by political jurisdiction (county). The LCADD staff is responsible for developing and maintaining sufficient tracking systems.

Review

LCADD will review KCC operations and procedures periodically to determine if the standards and guidelines regarding individual referral and the use of individual training accounts described herein have been implemented and are currently in use.