Columbia-Greene Workforce New York Career Center Policy Manual –

Policies: 100 - 199: Workforce Information Services

Policy #: 100 **Title: Greeting Customers – Walk-ins and Phone Calls**

Effective Date: 7/01/06
Amended Date: 12/05/06
1/02/07
11/9/07

Policy Description: The Greeter is defined as the first person a customer speaks with when they walk into the Career Center or call the Center. The Greeter is responsible for determining where the customer should be directed and if the customer has completed the appropriate paperwork for the service being requested.

Reference Documents: TEGL 17-05
TA 06-3.2

Procedures:
When a customer walks in to the Center, the Greeter should say, “Hi. May I help you?” When a customer phones the Center, the phone should be answered with this standard greeting, “Workforce New York. May I help you?

Based on the customer’s response, one of the following actions should be taken:

- If the customer indicates that this is their first visit or phone call to the Career Center then the Greeter should say, “Let me find an Employment Advisor you can speak with. They will explain to you the services we have available that can help you out.”
- If the customer indicates that they have an appointment with a staff member or wants to speak with a staff member located at the Career Center then the Greeter should notify that staff member.
- If the customer is a walk-in and indicates that they have been using the Career Resource Room and wishes to do so again, the Greeter should determine how long it has been since the customer has been to the Center.
    - A customer who has received a service within the last ninety days can go directly to the Resource Room.
    - A customer who has not received a service in the last ninety days needs to speak to an Employment Advisor. The customer should be allowed to use the Resource Room while their OSOS records are accessed by an Employment Advisor. The Employment Advisor will then conduct an assessment review to determine any change in the customer’s status and any needs for additional services.
    - If the customer is not registered in OSOS then an Employment Advisor should be informed, so they can speak with the customer and insure proper registration.
- If the customer indicates that they are contacting us regarding the Unemployment Insurance (UI) program then the procedures outlined in Policy 100.1 should be followed.

Standards for Telephone/Voicemail Communications: Customers have a right to expect that we will always be helpful and responsive, keep them informed and communicate clearly with them at all times.

- The phone will be answered promptly, within three rings.

- Calls will be answered in a courteous manner (with a smile). If the person they wish to speak to is not available, we will take a message and arrange for the call to be returned by them or some other suitable person.
- A person, not voicemail, will answer calls at the main number to our office.
- The staff member answering the phone will listen and understand the nature of the requests before transferring the calls, inform the callers where they are being transferred to, and provide them with the phone number (extension) of the person to whom they are being transferred.
- The person answering will, before transferring the call, provide the option to go to voicemail or take a message.
- Voicemail messages will be acknowledged within 24 hours.
- The outgoing voicemail message will be kept current, and the voicemail message will be changed on days the center is closed.
- The voicemail message gives an optional phone number to call.
- If there is a person at a counter and the phone rings, the employee will acknowledge the customer at the counter, answer the telephone, tell the caller that a customer is waiting, and give the caller the option of being put on hold or having their call returned.
- When customers call and ask for a specific department, they will be transferred to the appropriate department and will be given the telephone number in the event they are disconnected.
- There will always be telephone coverage during business hours.
- All incoming phone calls coming from external sources will be answered with the following greeting: Workforce New York, may I help you?"
- Staff will leave their full names, departments, phone numbers, and times available when leaving messages for customers.

Standards for Face to Face Interactions: Customers have a right to expect that Career Center staff will be welcoming, courteous, fair and respectful.

- A timely, courteous acknowledgement, such as eye contact or a positive indication that the staff member knows they are there, especially if the staff member is on the phone or with another customer.
- Within ten minutes of walking in customers will have either the information or the help they need.
- Customers will be seen within ten minutes of their scheduled appointment time (or within ten minutes of their arrival if the customer is delayed) by the person with whom they have an appointment.
- If a customer does not have an appointment we will ensure that the customer is able to speak with someone within ten minutes who is able to discuss their query.
- Employees will listen to customers' requests/questions and ask for clarification if needed.
- Customers will be treated with courtesy and respect.
- Customers will receive helpful, knowledgeable, and accurate information.

Policy #: 100.1 **Title: Greeting Customers with UI Questions**

Effective Date: 1/2/07
Amended Date: 7/21/08
5/20/10

Policy Description: The Unemployment Insurance program is managed at the State level, however, many residents still consider the Career Center their source for UI information. Special attention needs to be taken with customers contacting us regarding the Unemployment Insurance (UI) program. The Greeter must recognize that people filing for or receiving UI have just lost their job and can be emotionally vulnerable. This emotional state can present itself as anger or short-temperedness.

Reference Documents: TEGL 17-05
TA 06-3.2

Procedures:

- If the customer is *seeking information* regarding Unemployment Insurance, such as:
  - Filing a new claim,
  - A question about their current claim, or
  - The status of their current claim

  Then, they should be told they can either call the telephone claims center or visit the website claims center:
  - Telephone Claims Center: Toll Free: 1-888-209-8124
  - Web Site Claims Center: https://ui.labor.state.ny.us

  If the customer wants to know if they are eligible for UI then they should be told that the basic eligibility rule is as follows:
  - You must have worked two quarters in the last five quarters. **Note:** There are four quarters in a year. Each is three months long: January – March, April – June, July – September, October – December.

  If the customer wants additional eligibility information then they should be told that:
  - Eligibility for UI is based on a number of different factors, with numerous rules, and that the only way to know if they are going to be eligible is to apply through the Claims Center. Explain that we do not want to give out incorrect information, so we really can't answer any other questions.

  If they are a walk-in customer they should be given the UI brochure and offered the Resource Room as a space where they can contact UI.

- If the customer *has a complaint* about dealing with the UI Claims Center, and the customer is:
  - A walk-in customer then the customer should be referred to an Employment Advisor who will determine if the customer can use the UI "Bat Phone".
  - Calling on the phone then it should be explained that we really have no way to help them over the phone. However, if they want to come into the Career Center then we can hook them up with the UI "Bat Phone".If the telephone customer is not satisfied with the above offer of help then the customer should be told that they will be transferred to an Employment Advisor from DOES who will speak with them.

- If the customer has a question regarding their debit card then they should be referred to an Employment Advisor. This covers both walk-ins and phone calls.

Policy #: 101 **Title: Service Explanation for New Customers – Walk-ins**

Effective Date: 7/01/06

Amended Date:

Policy Description: All customers, upon their first visit to the Career Center, will speak with an Employment Advisor and be provided information regarding the services available at the Career Center. It must be determined if the customer is seeking access only to the self-help services or if they are seeking staff assistance to help them reach their employment goal.

Reference Documents: TEGL 17-05
TA 06-3.2

Procedures:
Without asking the customer any personal questions about why they have come to the Career Center, the customer should be provided with a verbal explanation of the job search, career planning, and training services that the Center provides. The customer should be told that if they are currently unemployed and would like assistance in finding a job or if they are currently employed and want to explore different opportunities then we can provide assistance to help them do that.

The customer should be told that they can use the self-help services available in the Career Resource Room, without an appointment, any time the Career Center is open. They should also be told that there is a workshop they can attend that will provide information about the local labor market and how to use the self-help services that are available.

The customer should then be asked if they would like assistance in finding a new job.

Policy #: 101.1 **Title: Service Explanation for New Customers – Phone Calls**

Effective Date: 7/01/06

Amended Date:

Policy Description: All customers, when they first call the Career Center to inquire about services, will speak with an Employment Advisor and be provided information regarding the services available at the Career Center. It must be determined if the customer is seeking access only to the self-help services or if they are seeking staff assistance to help them reach their employment goal.

Reference Documents: TEGL 17-05
TA 06-3.2
OSOS Form
Job Matching Skills Form
Appointment Letter

Procedures:
Without asking the customer any personal questions about why they have called the Career Center, the customer should be provided with a verbal explanation of the job search, career planning, and training services that the Center provides. The customer should be told that they can use the self-help services available in the Career Resource Room, without an appointment, any time the Career Center is open. The customer should be told that if they would like assistance:

- In the overall skills needed in finding a job and our local labor market, then they should attend Career Development Workshop I
- In figuring out what they want to do, then they should attend the Career Development Workshop II for Choices
- In writing a resume, then they should attend the Resume Workshop
- In practicing job interviews, then they should attend the Interviewing Skills Workshop
- In obtaining financial aid for training then they must attend Career Development Workshop I
  It should then be explained that once they attend the appropriate workshop they will then have the opportunity to meet with an Employment Advisor or Career Counselor to discuss next steps.

Customers whose work schedules do not permit attendance at a workshop should be provided with an appointment with an Employment Advisor.

Customers' name, address, and phone number should be collected and an Appointment letter, OSOS form, and Job Matching Skills Form should be sent in the mail to all customers signed up for any of the above workshops. The same should be done for customers making individual appointments, if the appointment is at least 5 days away.

Policy #: 102 **Title: Registering Customers & Eligibility Determination**

Effective Date: 07/01/15

Amended Date: 1/19/16

Policy Description: All customers seeking more than self-help services will complete the forms necessary to register for Wagner Peyser and WIOA Title I. This includes walk-ins, UI beneficiaries, and TANF recipients. Customers need to be determined eligible as either an Adult or Dislocated Worker in order to receive career services.

Reference Documents: TA 06-3.2
TA 10-3
TA 11-12
WIOA Section 3
WIOA §680.110 & §680.120 & §680.130
IHF-Customer Registration/OSOS Form (aka ES 100)
IHF – Supplemental Questionnaire

Procedures: Many of the forms used for registration purposes are also used for initial assessment. This procedure outlines only those steps that are necessary to insure customers complete the necessary steps to be determined eligible to receive career services. The information necessary to determine eligibility can be deemed from the Customer Registration/ OSOS Form, the Supplemental Questionnaire, and the interview process.

An Adult eligible to receive career services is defined as an individual over the age of 18.

A Dislocated Worker is defined as an individual, who falls into one of the following categories:

(A) Has been terminated or laid off, or who has received a notice of termination or layoff, from employment, and;
- is eligible for or has exhausted entitlement to unemployment compensation; or
- has been employed for a duration sufficient to demonstrate to the appropriate entity at a One-Stop Center, attachment to the workforce, but is not eligible for unemployment compensation due to insufficient earnings or having performed services for an employer that were not covered under state unemployment compensation law; and
- and is unlikely to return to a previous industry or occupation;

(B) Has been terminated or laid off, or received notice of termination or layoff, from employment as a result of any permanent closure of or substantial layoff at a plant, facility or enterprise;
- is employed at a facility at which the employer has made a general announcement that such facility will close within 180 days; or
- is employed at a facility at which the employer has made a general announcement that such facility will close;

(C) was self-employed but is unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters; or

(D) is a displaced homemaker (A displaced homemaker is an individual who has been providing unpaid services to family members in the home and has been dependent on the income of another family member but is no longer supported by that income and is unemployed or underemployed and experiencing difficulty in obtaining or upgrading employment).

(E) Is the spouse of a member of the Armed Forces on active duty, and who has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such member; or

- Is the spouse of a member of the Armed Forces on active duty and meets the criteria of a displaced homemaker who is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.

It is important that staff identify all customers that can be classified as a Dislocated Worker.

Eligibility is documented by following OSOS and data element verification procedures outlined in the appropriate Technical Advisories. It is important that data element verification procedures be followed as there are certain categories that require case note descriptions of independent source documents. Some, but perhaps not all, of those data elements are noted on the Customer Registration and Supplemental Questionnaire forms in the "For Office Use Only" sections.

Specific highlights are noted below:

<u>Selective Service Registration</u> - An individual's selective service status can be verified by: 1) accessing the Selective Service management information system via the hyperlink in OSOS; 2) searching for the individual's selective service registration; and if found, 3) recording the selective service registration number in OSOS (in the data field for the selective service registration number).

- Males 18 -26 years of age who can't provide proof of selective service registration at the point of a staff-assisted service, are not eligible for participation in the WIA Adult program, and must be referred to the Selective Service for registration. Note however, that services may continue to be provided to the individual as a participant of the W-P program.
- For males 18 years of age or older who were born after December 31, 1959 whose SS registration cannot be verified via the SS online look up, local staff must take action. This action falls into three categories:
  a. If the male is registered with SS, local staff must verify their registration via another means. Approved source documents, as defined by USDOL/ETA include:
     i. Selective Service Acknowledgement Letter;
     ii. Form DD-214 "Report of Separation";
     iii. Selective Service Registration Card;
     iv. Selective Service Verification Form (Form 3A); and/or
     v. Stamped Post Office Receipt of Registration.
  b. If the male is not registered but is between the ages of 18 and 26, inform the individual that he must register with SS before WIOA services can be provided. Once he has registered with SS, proceed with WIOA enrollment and service delivery. Note that Wagner-Peyser (W/P) funded services can be provided.
  c. If the male is not registered and is age 26 or older, local staff must determine that failure to register with SS was not knowing and willful. Note that W/P funded services can be provided.

  There are two ways to determine if a failure to register was knowing and willful.

  1. Request a Status Information Letter from the potential participant. An individual can request a Status Information Letter from SS if he believes he was not required to register or did register but cannot provide any of the documentation listed above. The form required to

request the Status Information Letter and instructions to complete the form can be found online at https://www.sss.gov/Portals/0/PDFs/Status.pdf).

Note that if the Status Information Letter indicates that the individual was required to and did not register, he is presumed to be disqualified from the participation in WIOA until it can be determined that his failure to register was not knowing and willful. W/P funded services can be provided.

2. Initiate the process to determine if failure to register was knowing and willful without first requesting a Status Information Letter. This option may be preferable for entities that have time limits for enrolling participants.

   If the individual was required but failed to register with SS, as determined by the Status Information letter or by his own admission, he must present evidence to show that his failure was not knowing or willful. He should be encouraged to provide as much evidence as possible, which can include (but is not limited to):

   - Evidence that he served honorably in the U.S. Armed Forces, such as a DD-214 or his Honorable Discharge Certificate. Such documents are considered sufficient evidence that his failure to register was not knowing or willful. DD- 214's are now available at http://www.archives.gov/veterans/military-servicerecords/index.html.

   - Affidavits from parents, teachers, employers, doctors, etc. concerning reasons for not registering.

Once all evidence has been presented, local staff must make a determination regarding the applicant's failure to register. Helpful questions to consider when making this determination include:

- Was the individual aware of the requirement to register?
- If the individual knew about the requirement to register, was he misinformed about the applicability of the requirement to him (e.g., veterans who were discharged before their 26th birthday were occasionally told they did not need to register)?
- On which date did the individual first learn that he was required to register?
- Where did the individual live when he was between the ages of 18 and 26?
- Does the Status Information letter indicate that SS sent letters to the individual and did not receive a response?
- Was the failure to register done deliberately and intentionally?
- Did the individual have the mental capacity to choose whether or not to register and decided not to?
- What actions, if any, did the individual take when he learned of the requirements to register?

If local staff determines that the failure to register was not knowing and willful and the individual is otherwise eligible, proceed with WIOA enrollment and service delivery. If it is determined that evidence shows that the failure to register was knowing and willful, WIOA services must be denied. Individuals denied services must be made aware of grievance procedures.

In all cases, data entry requirements do exist. Please see the most current NYSDOL Technical Advisory (TA) on Data Element Validation and Eligibility for instruction. Note that Staff Verification can be used to verify SS status in most cases, and there is no need to retain any hard copy documentation. However, if the determination has been made that the failure to register was knowing and willful and the individual was refused services under WIOA, local staff should retain the evidence used to make this determination.

<u>Dislocated Worker Eligibility:</u>

Streamlined eligibility for dislocated worker status can be determined by:

1. A participant whose UI status is registered in OSOS as either “UI Exhaustee” or “Active UI Claimant profiled as likely to exhaust benefits” is considered to meet the eligibility requirements for a WIA DW and will be automatically recorded as such in OSOS (Category 1 DW in OSOS).
2. A participant whose UI status in OSOS is “Active UI Claimant, not profiled as likely to exhaust benefits,” is considered to meet the eligibility requirements for a WIA DW upon staff specifically verifying that the participant is unlikely to return to his previous occupation. This can be verified by reviewing want ads or reviewing the participant’s job search activities, or conducting a job match that shows no available positions within a 50 mile radius of the customer’s home (Category 1 DW in OSOS).
3. A participant who is determined entitled to Trade Adjustment Assistance is considered to meet the eligibility requirements for a WIA DW.
4. He/She was terminated/has received notice of termination of his/her employment as a result of a permanent closure or any substantial layoff at a plant, facility or enterprise.
5. Employed at a facility with announced closing within 180 days.

Source documentation for verifying DW eligibility should be noted on the OSOS Customer Registration form either by Question 23 or under the “Staff Use Only” section so that it can be entered into the OSOS system at a later time.

Other methods of being determined eligible as a dislocated worker must be completed in the same manner as determining eligibility through the financial aid process. Eligibility can be determined if the individual fits in one of the following categories:

1. Employed at a facility with only general announcement of closure (limited eligibility).
2. Are self-employed, including farmers and ranchers, and unemployed as a result of general economic conditions or natural disaster.
3. A full-time homemaker for a substantial number of years who had been previously related to the work force AND who derived the substantial share of their support from (a) a spouse and no longer receives such support due to death, divorce, permanent disability of or permanent separation from the spouse.

NOTE: Individuals under the age of 18, should be referred to WIOA Financial Aid to determine if they are eligible for WIOA Youth Services. Also, individuals between the ages of 18 and 24, without a high school diploma or GED, or who lack a work history should be referred to WIOA Financial Aid to determine eligibility for WIOA Youth Services.

Policy #: 102.1 **Title: Registering Customers – Worker's Compensation**

Effective Date: 11/29/10

Amended Date:

Policy Description: Customer's who are walk-ins and are dealing with Worker's Compensation need proof that they have registered with the workforce system.

Reference Documents: IHF Workers Comp Services letter2010
(w/masters/customer forms/enrollment related)

Procedures: When a customer is referred from the Worker's Compensation system they need confirmation that they have registered with the one-stop system. The Workers Comp Services letter should be completed, signed, and given to the customer at the end of the Initial Assessment appointment. The letter is kept in the WIO forms drawer.

Policy #: 103 **Title: Priority of Service for WIOA Career & Training Services**

Effective Date: 7/1/15

Amended Date: 10/17/23

Policy Description: WIOA requires that priority shall be given to recipients of public assistance, other low income individuals, and individuals who are basic skills deficient for receipt of individualized career services and training services. Individuals that meet the definition of veteran or eligible spouse of a veteran are covered by the Jobs for Veterans Initiative and are also eligible for priority of service. The Workforce Development Board of Columbia & Greene Counties has also provided resolutions with regards to making determinations related to these priorities.

Reference Documents: WDB Resolutions – 102015
WIOA Section 134(b)(3)(E)
TA #23-01

Procedures: Priority of Service regulations must be followed whenever there are more customers requesting services than there are resources available.

The WIOA law prioritizes:

- recipients of public assistance
- other low income individuals-is defined as an individual who
  - (a) receives, or in the past 6 months has received, or is a member of a family that is receiving or in the past 6 months has received, assistance through the supplemental nutrition assistance program established under the Food and Nutrition Act of 2008 (7 U.S.C. 2011 et seq.), the program of block grants to States for temporary assistance for needy families program under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.), or the supplemental security income program established under title XVI of the Social Security Act (42 U.S.C. 1381 et seq.), or State or local income-based public assistance;
  - (b) is in a family with total family income that does not exceed the higher of
    - The poverty line; or
    - 70 percent of the lower living standard income level;
  - (c) is a homeless individual (as defined in section 41403(6) of the Violence Against Women Act of 1994 (42 U.S.C. 14043e–2(6))), or a homeless child or youth (as defined under section 725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a(2)));
  - (d) receives or is eligible to receive a free or reduced price lunch under the Richard B. Russell National School Lunch Act (42 U.S.C. 1751 et seq.);
  - (e) is a foster child on behalf of whom State or local government payments are made; or
  - (f) is an individual with a disability whose own income meets the income requirement of clause (ii), but who is a member of a family whose income does not meet this requirement.

- individuals who are basic skills deficient- The term ''basic skills deficient'' means, with respect to an individual
    - (A) who is a youth, that the individual has English reading, writing, or computing skills at or below the 8th grade level on a generally accepted standardized test; or
    - (B) who is a youth or adult, that the individual is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual's family, or in society. Individuals who are English language learners meet the criteria for basic skills deficient.

Priority of service requirements will be applied in the following order.

First, to veterans and eligible spouses who are included in the groups given statutory priority for WIOA Adult formula funding. This means that veterans and eligible spouses who are also recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient receive first priority for individualized and career services with WIOA Adult formula funds;

Second, to non-covered persons (individuals who are not veterans or eligible spouses) who are included in the three (3) populations given priority for WIOA Adult formula funds;

Third, to veterans and eligible spouses who are not included in WIOA's three (3) priority Adult groups;

Fourth, to additional priority populations established by NYSDOL and/or the LWDBs; and

Last, to non-covered persons outside the populations given priority under WIOA (including the three (3) additional priority populations identified by NYSDOL and underemployed individuals).

The Columbia-Greene Workforce Development Board confirms and offers additional Priority of Service guidelines based on funding streams:

The Adult Funding Stream:

1. A Columbia or Greene County Resident.
2. A veteran or eligible spouse of a veteran
3. A member of a household with a family income below poverty level or 70% of the Lower Living Standard Income Level Guidelines, based on the family income during the previous 26 weeks.

Dislocated Worker Funding Stream:

1. A veteran or eligible spouse of a veteran
2. An individual whose previous income was below the self-sufficiency level

Policy #: 104 **Title: Self-Sufficiency Level**

Effective Date: 7/1/15

Amended Date: 10/20/15, 10/15/19, 1/18/22
Reviewed Date: 10/17/23

Policy Description: WIOA requires that eligibility for training services for Adults and Dislocated Workers include a determination that the customer needs training services in order to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment. The Workforce Development Board of Columbia & Greene Counties has the responsibility for defining the self-sufficiency level for our local area.

Reference Documents: WDB Resolutions – 102015
WIOA Section 134(b)(3)(A)

Procedures: The most recent local self-sufficiency levels are listed below. The Amended Dates listed above corresponds to the dates the Workforce Development Board addressed the Self-Sufficiency level.

Adults: The self-sufficiency level for adults is $22.00 per hour for the individual applicant.

Dislocated Workers: The self-sufficiency level for dislocated workers is a replacement wage of 97% of their previous salary.

Policy #: 105 **Title: Career Development Workshop I**

Effective Date: 7/01/06

Amended Date:

Policy Description: This is an informational workshop that is appropriate for customers who want in-depth information on how to conduct a job search. It is also appropriate for customers who express uncertainty about their knowledge of local industries, employers, workforce information and/or quality methods to conduct their job search. This workshop is required for individuals requesting any training service.

Reference Documents: Assessment Letter
Workshops & Individual Services Appointment Book
Website: www.columbiagreeneworks.org
Career Center Program Catalog

Procedures:
This workshop is offered on the first and third Wednesday of the month.

When signing a customer up for this workshop the following steps should be taken:

- The customer should be handed a copy of the Assessment Letter and their Name, and Phone Number should be recorded in the Workshops & Individual Services Appointment Book under the date they are scheduled to attend.
- If the customer is being scheduled through a phone interview then their Name, Address and Phone Number should be written down and given to the Receptionist who will mail a copy of the Assessment letter and record their information in the Workshops & Individual Services Appointment Book under the date they are scheduled to attend.

This session is designed to provide an overview of all the current issues people should consider when they are making career decisions or when they are looking for employment. This workshop covers:

- The many resources available at the Center and through our website (www. columbiagreeneworks.org). These resources can help customers' research jobs that are in demand, and find local job leads (both advertised and unadvertised).
- Appropriate job search activities to make sure customers are doing all the right things to find a job they will be happy with in the shortest time possible, including a review of their resume.
- An overview of how to determine if training for a new occupation is an appropriate option for customers to consider. This includes information on the financial aid resources that may be available to cover the costs of training.

Policy #: 106 **Title: Providing Customers with Information about Elected Officials**

Effective Date: 10/19/08

Amended Date: 1/13/15

Policy Description: It is prohibited by the WIA law and regulations for staff to engage in lobbying activities while on duty. However, providing information is not considered lobbying, so it is permissible, for customers who request information regarding how to contact their elected officials, to provide them with contact information.

Reference Documents: W:\WIB\Correspondence\political addresses.doc

Procedures: When a customer asks for information on how to contact their elected official the following information can be provided:

FEDERAL - Senate	**FEDERAL – House of Representatives**
Kirsten Gillibrand Leo W. O'Brien Federal Office Building 1 Clinton Square, Room 821 Albany, NY 12207 **Web Site:** www.gillibrand.senate.gov **Phone:** (518) 431-0120 **Fax:** (518) 431-0128	John Faso **Kinderhook District Office** 2 Hudson Street Kinderhook, NY 12106 **Web Site:** http://faso.house.gov/ **E-mail:** access from website **Phone:** (518) 610-8133 **Fax:** (202) 225-1168 –Washington Office
Charles E. Schumer 313 Hart Senate Building Washington D.C. 20510-3202 **Web Site:** schumer.senate.gov **E-mail:** senator@schumer.senate.gov **Phone:** (202) 224-6542 **Fax:** (202) 228-3027	
NY STATE - Senate	
Represents Columbia County-Senate 43 Honorable Kathleen A. Marchione New York State Senate 188 State Street Legislative Office Building - Room 917 Albany, NY 12247 **E-Mail:** marchione@nyssenate.gov **Phone:** (518) 455-2381 **Fax:** 518) 426-6985	*Represents Greene County-Senate 46* Honorable George Amedore New York State Senate Legislative Office Building, Room 802 Albany, NY 12247 Phone: (518) 455-2350 Fax: (518) 426-6751 Email address: Amedore@nyssenate.gov

NY STATE - Assembly	
Represents parts of Columbia & Dutchess Counties- Assembly 106 Didi Barrett 751 Warren St. Hudson, NY 12534 518-828-1961 Fax: 518-828-5329 Email: BarrettD@assembly.state.ny.us Phone: 518-828-1961 Fax: 518-828-5329	***Represents parts of Columbia, Albany & Rensselaer - Assembly 107*** Steven McLaughlin Albany Office LOB 533 Albany, NY 12248 Email: mclaughlins@assembly.state.ny.us Phone: (518) 455-5777 Fax: (518) 455-5923
Represents parts of Columbia, all of Greene, Assembly 102 Peter Lopez 45 Five Mile Woods Rd., #2 Catskill, NY 12414 Phone 943-1371 Fax: 943-0223 LopezP@assembly.state.ny.us	
LOCAL	
COLUMBIA COUNTY	**GREENE COUNTY**
Matt Murrell, Chairman	Kevin Lewis, Chairman
Columbia County Board of Supervisors	Greene County Legislature
401 State Street	Greene County Office Building
Hudson, NY 12534	411 Main Street
Phone: (518) 828-1527	Catskill, NY 12414
Fax: (518) 822-0684	**Phone:** (518) 719-3270
	Fax: (518)719-3793

This information should be up-to-date until January 2019. A printer friendly version is also available on the WIA “w” drive. Its file name and path is listed under Reference Documents.

Policy #: 107 **Title: Interpretation & Other Services to Non-English Speakers**

Effective Date: 10/31/04

Amended Date: 3/14/08
4/2/10
4/16/13
2/4/16 (all in-house forms are unchanged)

Policy Description: Customers, no matter what their native language, should be able to access Career Center services. This is accomplished through the use of interpreters and forms developed in other languages.

Reference Documents:

IHF -Interpreting Telephone Reference Guide 2013
IHF – Interpreting In Person Consecutive Services 2013
IHF – Interpreting Sign Language Services 2013
http://www.labor.ny.gov/careerservices/career-services-forms-and-publications.shtm

Procedures: Whenever a customer comes into the Center who cannot speak English, the Greeter first needs to determine the customer's native language. This is accomplished by showing the customer the "Language Identification" Sheet. This sheet provides written instruction in numerous languages that tells the customer to identify their native language, by pointing to the statement that they can read.

Once the language is identified the "One Moment Please" sheet should be shown to the customer. This sheet tells the customer that the Greeter is looking for someone to interpret from their language to English.

If the language is Spanish, and a Spanish speaking staff member is available, then the greeter will get that staff member to speak with the customer.

If the language is other than Spanish, or a Spanish speaking staff member is not available, then the Greeter will locate an Employment Advisor to work with the customer.

A speaker phone should be used in a quiet area to ensure customer privacy. The instructions for arranging an appropriate interpreter can be found in one of the three In House Forms that are located on the "w" drive in the Policy folder.

Important Registration forms and other translated documents for non-English readers can be found at: http://www.labor.ny.gov/careerservices/career-services-forms-and-publications.shtm

Policy #: 108 **Title: In-Demand Occupations List**

Effective Date: 7/28/09

Amended Date: 1/13/10
10/20/15

Policy Description: The Workforce Investment Act of 1998 requires that funds provided to local areas that are to be used for training must only be spent on training people for "in-demand" occupations. It is the responsibility of local Workforce Investment Boards to determine occupations that are in-demand within their local area.

Reference Documents: WIB Minutes, July 14, 2009
WIB Minutes, January 13, 2010
WIB Minutes, April 28, 2015 and WDB meeting 10/20/15

Procedures: The Columbia-Greene "In-Demand" Occupation list was revised by the Workforce Investment Board on April 28, 2015.

Long term Occupational Projections - http://www.labor.state.ny.us/stats/lsproj.shtm

The Columbia-Greene's In-Demand Occupations list is based on the New York State Department of Labor's Capital Region List of Published Occupations. The occupations from that list are considered In-Demand Occupations by the Columbia-Greene Workforce Investment Board if the Employment Prospects for the occupation are considered Favorable or Very Favorable and one or more of the following factors regarding certain entry level education requirements are met:

- For occupations where the education level is listed as at or below a High School Diploma level then one or more of the following conditions must be met:
  - The occupation needs at least moderate on-the-job training
  - The occupation needs a special license or certification for most employers
  - Most jobs in the occupation are year-round and full-time
  - Income, in large part, is not determined by tips or commission
  - The experience of the Career Center in terms of educational requirements expected by local employers varies from the LMI provided
- For occupations where the education level is listed as "a post-secondary non-degree award" then one or more of the following conditions must be met:
  - Income, in large part, is not determined by tips or commission
  - Most jobs in the occupation are year-round and full-time

Occupations where the employment outlook is listed as unfavorable or very unfavorable may be considered in-demand only if a specific employer or union has identified the occupation as currently in-demand without a pool of eligible candidates from which to choose.

Policy #: 109 **Title: Unemployment Insurance Exhaustees**

Effective Date: 4/12/10

Amended Date:

Policy Description: Columbia and Greene County residents that exhaust their UI benefits, will be sent NYSDOL "information letters" 6 weeks prior to their last UI payment informing them of the services available at the Career Center.

Reference Documents: DOL Intranet documents issued during the week of 4/5/10.

Procedures: UI Exhaustees that contact us for additional services because of the information letter will be scheduled for an individual appointment on the next available Wednesday, coordinating with the appointment times for new UI claimants' Initial Assessment appointments.

Prior to the appointment date, each exhaustee's OSOS record will be reviewed and attempts will be made to have the customer meet with the staff member who has been responsible for the 90 day follow-ups with that customer.

Talking points for the appointment should include:

- Discussing the reality of taking a survival job, such as the pros of being able to pay some bills, obtaining health benefits, filling in time gaps, and possible networking and advancement opportunities within a business
- Discussing stress management and ways to address anxiety with unemployment
- Identifying available jobs for referral and providing labor market information
- Reviewing the customer's resume and referring to the resume workshop if necessary.
- Discussing the customer's ability to complete a job application online
- Providing guidance and support on applying for and interviewing for jobs when customers are over qualified or under qualified
- Identifying opportunities for upgrading skills
- Identifying local community resources and services that provide temporary aid and mental health counseling
- Signing them up for Skills Matching and Referral Technology-SMART 2010, which will generate job leads based on submitted resume or master profile and provide the results directly to the customer's email within 48 hours.
- Signing them up for the Elevate America program. Discuss the program and how computer classes can make them more competitive.
  - "Get the Information Technology skills you need to compete for the jobs of today and tomorrow with a voucher for E-Learning and select certification exams at no cost to you. There are three types of vouchers:
  - **General E-Learning** such as Excel, Word, Outlook, etc within either Windows Vista and Office 2007 –or– Office 2003.

    - E-Learning vouchers are available for **IT Professionals** who are interested in acquiring skills beyond what is offered through the General E-Learning Voucher.
    - Vouchers for Microsoft **Business Certification Exams** which enable a user to pursue a no cost exam in one topic area (i.e. Excel, Word, Outlook, etc.).
- Discussing the HIRE ACT and how customers can market this to employers as they inquire, apply and interview for jobs. Provide the Fact sheet.

Policy #: 110 **Title: Instructions for Customers – Printing out UI Payment History**

Effective Date: 9/14/11

Amended Date:

Policy Description: Customers should be provided information on how to access information about their UI benefits.

Reference Documents:

Procedures: These instructions can be used from any computer that has internet access.

1. Double-click the **blue "E"** icon for Internet Explorer icon on the computer desk top display.
2. In address bar (it's where you put any www website), type the following address: www.labor.state.ny.us
3. On the right hand side of the website look for the words **"Get Unemployment Assistance".** Click on those words.
4. This will bring you the information page for Unemployment Insurance. Scroll down the page until you see the words
5. "**Check Payment History"**. Click on those words.
6. On the left hand side enter your social security number. Click Login.
7. Enter your PIN Number. Click Continue.
8. Once you have logged in, scroll down the page until you see the words **"View Payment History"**. Click on those words.
9. Once your payment history has been displayed, select the printer icon on the top of internet explorer. A print dialog box will pop up select **"OK"**. Your payment history will be sent to the printer.
10. Once your payment history has printed, be sure to **log out** of your account.

Policy #: 111 **Title: UI Customer Service Line and Claimant Advocate Office**

Effective Date:

Amended Date: 1/24/13
1/20/16

Policy Description: Customers with Unemployment Insurance (U.I.) issues can be assisted with connecting to a U.I. Customer Representative through the U.I. Customer Service Line or the Claimant Advocate Office.

Reference Documents: Local code: 1022

Procedures:

Claimant Advocate Office

Staff members are available to help customers understand their rights and responsibilities throughout the Unemployment Insurance process.
They offer this free, impartial service to assist all claimants, especially those with limited English proficiency or other barriers.
They take time with each person to ensure customers fully understand what is happening and they strive to give customers a complete understanding of how the process works.
A claimant advocate will directly assist customers one-on-one, explain the process and answer all their questions about:

- An Unemployment Insurance Determination or other UI-related Documentation
- How to Proceed with a Hearing
- How to Appeal a Decision
- Customers Rights and Responsibilities

Contact Information can be given directly to the customer

Call toll-free: 1-(855) 528-5618
E-mail: UIClaimantAdvocateOffice@labor.ny.gov.
(please do not e-mail full social security number)
Phone and in-person appointments are available with services available in approximately 200 languages.
Hours of Operation: Monday - Friday, 9 a.m. to 5 p.m.
When customers call, please make sure they have the following ready:

- Last four digits of their social security number
- A list of questions
- Any related documents

UI Customer Service Line

Based on the claimants' statements, if the claimant issue appears to meet the parameters below, staff should bring the claimant to an available phone in the One Stop and dial the 800 number and enter their assigned center code.

Once connected, give the claimant privacy to discuss the problem with the UI Customer Service staff.

To protect the integrity and usefulness of the Customer Service Line, do not give the **Customers the number to call themselves. Do not transfer the customer** to the Customer Service line from a cell phone or out of the One Stop.

While UI staff may not be able to provide the claimant with an immediate answer, they will arrange with the claimant regarding follow-up steps that will allow the claimant to bypass the normal TCC queue for resolution of their issue.

Parameters for UI Customer Service Line Referrals:

Claimant indicates any of the following:

- Claimant states filed a new claim, not yet paid, >5weeks have lapsed since filing *(*note: normally takes 3 to 4 weeks. (During the fourth week of a claim, a claimant may state 5 weeks have lapsed.*
- Claimant states they were paid benefits; the payments suddenly stop with no notification and >3 weeks have lapsed
- Claimant states they received a notice of disqualification based on a lack of response to a questionnaire, yet states they did respond
- Claimant unable to certify (claim) for weekly benefits on IVR or Web
- Claimant unable to get through to the TCC after numerous attempts. Also, you can refer any upset UI claimants that come into the One Stop to the Customer Service Line. They will attempt to address the issue(s) directly with the claimant.
- Automated system advised the claimant to call the TCC, yet the claimant was unable to get through Wednesday, Thursday or Friday
- Benefit payments not in the claimant’s direct deposit or debit card account after >5 business days from the date certified/claimed or >4days of the date released by DOL as provide on the web

Policies 200 – 299: Assessment & Career Planning

Policy #: 201 **Title: Initial Assessment Interview**

Effective Date: 7/01/06

Amended Date: 12/13/06, 1/26/07, 3/26/08
7/16/08, 9/09/09, 10/10/10, 7/28/11, 11/20/12

Policy Description: All customers seeking staff-assisted services must be provided with an initial assessment by an Employment Advisor. Whenever possible, the initial assessment should occur at the same time WIA Title IB eligibility is established. The initial assessment can be conducted over the telephone, or in person. It must also occur before any other staff-assisted service is provided.

Reference Documents: IHF-OSOS Form
IHF-Supplemental Questionnaire
IHF-Initial Assessment Form
IHF-Job Matching Skills Form
IHF – Workshop Sign-up Letter
TA #08-4.1

Procedures: The Employment Advisor will use the Initial Assessment form, the Job Matching Skills form, the OSOS form, and the Supplemental Questionnaire to conduct the initial assessment interview. This interview should occur at the same time the individual is being determined eligible for WIA Title IB services. The Job Matching Skills form will be provided to the customer for completion at the same time and in the same manner as the OSOS form. The Initial Assessment form will either be filled out by the customer or the Employment Advisor. It will be used as the basis of the interview to determine the appropriate services the customer should access.

The purpose of the initial assessment is to determine if the customer needs Job Search Ready Services (JSRS) or Career Development Services (CDS).

Job Search Ready Services are to be provided to customers who possess the following: an occupational goal with a favorable labor market outlook; the occupational knowledge, skills and abilities required for the occupational goal; and no barriers that prevent obtaining and retaining employment. Job Search Ready Services prepare the customer for job referral and include (but are not limited to) résumé preparation and/or interviewing preparation.

Career Development Services are to be provided to customers who either: do not possess an occupational goal; do not possess an occupational goal where the odds favor them in finding employment in that occupation, do not possess the requisite occupational knowledge, skills and abilities to readily find work related to their occupational goal; have barriers that potentially prevent obtaining and retaining employment; indicate an interest in training.

NOTE: ***The barriers to employment may be discerned through the interview and a review of the supplemental questionnaire. This information must be recorded in OSOS as a comprehensive assessment activity. Policy 205 must also be reviewed.***

The determination of which services are appropriate should be made by evaluating the following:

- Availability of job openings that fit the customer's requirements (match/refer).
- The completeness and accuracy of the customer's OSOS form.
- The customer's job search skills as matched against the Career Center's Standards for Conducting Job Search Activities.
- The customer's work history as it relates to demonstrating an ability to maintain employment.
- The customer has a career goal and it is reasonable based on the labor market and the customer's background and experience.
- The customer's need or desire for Technology Based Learning (TBL)
- The customer's need or desire for computer skills training.
- The customer's need or desire for academic or occupational skills training.

The Employment Advisor will review all four forms. If any issues become apparent, the Employment Advisor will discuss those issues with the customer. The Employment Advisor will recommend any appropriate services the customer needs or requests. The Employment Advisor will then refer the customer to the next appropriate service the customer should receive. These choices may include, but are not limited to:

- Career Development Workshop I –This workshop is appropriate for both Job Search Ready and Career Development Services customers. This session is designed to provide customers with an overview of all the current issues people should consider when they are making career decisions or when they are looking for employment. This workshop will help customers: Learn how to use the many resources available at the Center and through our website; Review their current job search activities to make sure that they are doing all the right things to find a job they are happy with in the shortest time possible; job interviewing techniques; Determine if training for a new occupation or skill upgrading is an appropriate option for them to consider; Decide if they want to make a follow-up appointment to privately discuss their current situation and fully explore the options that are available to them.
- Career Development Workshop II -This workshop is appropriate for Career Development Services customers. This session is designed to assist customers with making informed career choices. Access quality career planning information by evaluating your educational background, abilities and work experience to determine your "transferable" skills that all employers will value, no matter what the occupation. Customers will be also be able to clarify their interests as they relate to different jobs and access easy to use databases for researching occupations, colleges, financial aid resources and employment opportunities. They will get all this by learning how to use the on line computer software CHOICES CT and other online career tools.
- Resume Workshop – This workshop is appropriate only for those customers who are determined to be Job Search Ready and are actively looking for work. They will learn about various types of resumes along with the requirements of a quality resume. Resume writing will begin and individual appointments will be made to finalize the resume. If they have a resume they should bring it with them.
- Interview Workshop - This workshop is appropriate only for those customers who are determined to be Job Search Ready and are actively looking for work. Customers will role-play and interview, practice answers to specific interview questions, and discuss different interviewing scenarios.

- Get Connected Workshop – This workshop is appropriate for both JSRS and CDS customers. Customers will learn to use the Internet in their job search including how to get an email address, attach their resume to an email, complete an on-line job application, use a Job Scout and post their resume on-line.
- Advanced Job Search Workshop - This workshop is appropriate for JSRS customers whose employment goal is in an occupation where a professional on-line presence is expected and/or appreciated by potential employers. It will demonstrate various on-line Social Networking sites like Linked In, and demonstrate how you can develop web based portfolios and visual CVs.
- Introduction to STEM Careers – This is a WIF workshop and should be required for all CDS customers. It will explain the benefits of Science, Technology, Engineering, and/or Math careers in terms of pay, job security and career pathways. Decide if you want to participate in a special program that will help you find employment and then train for promotional opportunities and an even bigger paycheck.
- XP/Word - This workshop is appropriate for both JSRS and CDS customers. They will learn the basics of Microsoft Word so they can format resumes and cover letters. They will also receive the Prove It Word & XP tutorials, learn to find and save files, use font types and size, adjust margins, use bullets, & email/paste a resume.
- Individual Career Counseling Appointment – Appropriate for people who have attended Career Development Workshops I and II and are unclear about their next step.
- Prove It Skill Assessment & Testing Service – Appropriate for people whose career goal does not appear to match their previous experience or educational background. Testing can also be used to confirm that the customer has skills necessary for their career goal. The CGCC Job Readiness Assessment can be used for customers where a deficit in basic job holding skills (math, reading, verbal communication) is suspected. Can also be useful as a career planning tool.
- Individual Employment Plan Development – required for anyone seeking training or skill upgrading services and has a legitimate reason as to why they cannot attend Career Development Workshop I.
- Financial Aid determination for WIA Title IB Training Services, TANF, Title V, TAP/PELL, VESID, TAA, WIA Title II, and Supportive Services – required for anyone needing or seeking training or skill upgrading services and has a legitimate reason as to why they cannot attend Career Development Workshop I.
- National Work Readiness Credential (NWRC) Pre-Tests – appropriate for anyone who has not held a full-time job for at least one year, or who has a history of difficulty in maintaining employment, or has been unemployed for a year or more. The NWRC tests: Reading for Information, Math on the Job,
- Career Resource Room and self-service job search – appropriate for anyone who is looking for employment.
- Resume Development – is appropriate only for Job Search Ready customers who do not have a resume or have a lousy resume and are not requesting training or skill development. This appointment must be coupled with the Resume workshop.
- Veteran Employment Advisor – appropriate for all veterans.

Once the Initial Assessment Interview is complete, the customer must be classified as either needing Job Search Ready Services (JSRS) or Career Development Services (CDS). An appointment should be scheduled for any additional service that is deemed necessary.

Procedures for making these appointments can be found under the policy describing the service in question. However, for all referrals to a workshop, the Workshop Sign-Up letter should be given to the customer, with the correct workshop and date checked, and the customer's name, phone number, and other required information should be added to the appropriate Workshop Sign-Up list.

The Employment Advisor is responsible for completing the OSOS data entry. If the customer had their initial assessment completed on-site at the Career Center, then the entire package of forms should be given to the Clerk Typist for possible data entry into the Swipe Card System.

The Initial Assessment must be recorded in OSOS as follows.

1. To record the Initial Assessment – In "Customer Detail" select the "Activities" button and select the OSOS L1 activity "Assessment Interview, Initial Assessment."
2. To record the Initial Assessment determination, choose CDS (Career Development Services) or JSRS (Job Search Ready Services) –
3. In "Customer Detail" enter an "OSOS Comment" recording factor(s) which led to the determination.

ACTION STEPS FOR THE INITIAL ASSESSMENT FOR AVAILABLE SERVICES

Note: All action steps will be recorded in OSOS, even if not specifically mentioned in the chart below.

QUESTION	FIRST ACTION STEP
Current Work Situation:	
I am currently working, but I want to find a new/better job.	Review rest of answers if true
I am currently working, but I want to upgrade my skills.	Refer to CDW I if true
I have been laid off permanently from my last job	Certify as DW
I have been laid off temporarily, and will likely be returning to my on job on: date	Note in OSOS/REOS
I am on a seasonal lay off, and will likely be returning to my on job on: date	Note in OSOS/REOS
I am not currently working and I want a new job. I have been looking for work for (how many) weeks ________	Refer to CDW I if more than I0 weeks, match & refer
I am not currently looking for a job.	Review rest of answers if true
Work Search Activities:	
I know what kind of job I want. It is (name the occupation):	Review work history and skills for match, plus match & refer. Provide O*Net job description.
I have an up-to-date resume (please submit a copy with this form).	Refer to resume workshop if needed
I have been able to locate employers that have jobs that fit my skills and experience.	Refer to CDW I if false and match & refer
I have the basic computer skills I need to help me conduct my job search (email, searching the internet, typing).	Refer to Resource Room if true, match & refer, Get Connected if False
I have access to a computer and the internet at home.	Refer to Resource Room if false
I have been applying for at least two jobs per week, by submitting an application/resume, since I started looking.	Refer to CDW I if false
I have been getting at least one job interview for every five jobs I have applied for.	Refer to CDW I if false
I have been on at least one job interview.	Compare to weeks unemployed, CDW I if more than 6 wks.
I have been happy with my performance at the job interviews I have been on.	Refer to Interview Workshop if false
Work Related Concerns:	
I have never worked.	Set up individual appointment

ACTION STEPS FOR THE INITIAL ASSESSMENT FOR AVAILABLE SERVICES

Note: All action steps will be recorded in OSOS, even if not specifically mentioned in the chart below.

QUESTION	FIRST ACTION STEP
I do not know what kinds of jobs I want to do or can do.	Refer to CDW II if true
I am interested in a new occupation as a (provide job title, if known)	Refer to CDW I if true & known, CDW II, if not known /
I am afraid that I will not be able to find a job that will match my previous income.	Refer to CDW I if true
I need more information on local employers, in-demand jobs, and/or pay scales.	Refer to CDW I if true
I have a lot of work experience but do not have skills employers are looking for.	Refer to CDW I if true
I need to learn basic computer skills because the jobs I want now require the use of computers.	Refer to CDW I if true/ schedule for Prove It Assessment
I believe I need additional education or training before I can find a job I want.	Refer to CDW I if true
I can no longer do the work I was doing due to changes in the technology now used on those jobs	Refer to CDW I if true/ schedule for Prove It Assessment
I am having a hard time finding or keeping a job due to my health and/or disability.	Refer to DPN
I can no longer do the work I was doing due to changes in my health and/or disability.	Refer to DPN
I am having a hard time finding or keeping a job due a family member's health and/or disability.	Refer to DPN
I have had trouble keeping jobs, even ones I liked.	Set up Individual appointment/ schedule for Prove It Assessment
I have children and do not have reliable day care arranged for them.	Refer to Child Care Council
I do not have both a car and license, … a job in the following towns	Match & Refer for those towns

Policy #: 201.1 **Title: Initial Assessment Interview – UI Claimants**

Effective Date: 7/16/08
Amended Date: 1/1/14

Policy Description: The Initial Assessment Interview process for all UI claimants also requires informing the customer of their job search responsibilities implemented in response to changes in the Unemployment Insurance law (2014?).

Reference Documents: Policy # 201
All forms identified below, which can be found at:
w:/masters/customer forms/C3E – UI Three Appointments

Procedures: All One Stop customers, except UI Claimants who are work search exempt, are to receive an Initial Assessment. Work search exempt UI claimants are defined as workers who are: Temporary Lay-off (TLO); Union with exclusive union hiring arrangements (PD); or seasonal loss of employment. All work search exempt claimants will be excluded from REOS scheduling but sent a letter of customer services. The remaining balance of the REOS download must be called in and receive an Initial Assessment.

All non-exempt UI Claimants are required to participate in a new process defined as Customer Engagement 3. (C3E). The Initial Assessment is the first step of the C3E process. In addition to what is covered in Policy 201, the following provides a list of the information that must also be discussed and the activities that must be completed during the Initial Assessment (which is also the first Customer Engagement appointment):

- Overview of services
- Review OSOS Registration, Supplemental Questionnaire, and Initial Assessment form and complete with additional info as needed
- Issue packet of information (go over each form that follows)
  - Work Search Record: Discuss work search requirements and necessary documentation
  - Maintaining Eligibility – point out highlighted area
  - Path to Speak to an Agent
  - Workshop Schedule form – set up appointments, if appropriate
  - Job Zone flyer with username and password provided
  - STEM Brochure
  - Printout of the www.columbiagreeneworks.org Find a Job page
- SMART (Skills Matching and Referral Technology)
  - Get resume, review it and suggest revisions and/or schedule for resume workshop as needed
  - Develop SMART resume, as appropriate
- Assist with setting up e-mail address as needed
- Identify barriers and discuss how to remove them
- Discuss training options if necessary and workshops
- Provide appropriate job referrals

- Questions and concerns
- Provide copy of “Next Steps” form, which includes:
    - List of Workshop appointments
    - List of any provided job leads
    - Job Zone User Name and Password
    - Customer’s email address
    - Your contact name and phone number
        - Statement to call you when they find a new job
    - Date of Next Engagement appointment in case they don’t have a new job.

Policy #: 201.2 **Title: Initial Assessment Interview – DSS Referrals**

Effective Date: 11/01/08
Amended Date: 1/20/09
5/29/12
4/14/15

Policy Description: The Initial Assessment Interview process for all DSS referrals is the same as it is for all other customers seeking staff-assisted services, except for the tracking and referral differences outlined in the procedures described below.

Reference Documents: IHF-OSOS Form
IHF-Initial Assessment Form
IHF-Job Matching Skills Form
IHF – Individual Employment Plan Columbia-Greene Career Center & Social Services (aka: DSS IEP)
IHF – DSS No Show Fax
Policy # 201

Procedures: All One Stop customers, except UI Claimants who are work search exempt, are to receive an Initial Assessment.

Both Columbia County's Department of Social Services will be making appointments for their customers to come to our office for Initial Assessment appointments. At the time the appointment is made. The DSS scheduling book will be kept at the front desk. If a DSS customer does not come for their appointment, the Greeter will keep track of that fact in the scheduling book and will send a No Show Fax by the end of each week to the Department.

When a DSS customer does come for their Initial Assessment appointment, the Greeter will review their OSOS application and put a check by their name on the appropriate County's DSS list.

Before the customer is assigned to an Employment Advisor, the Greeter will mark the top of the OSOS form with a yellow highlighter to confirm the customer is a DSS referral. The Greeter will also include a blank copy of the "DSS IEP" with the completed OSOS form when they bring the customer to the next available Employment Advisor. Through the Initial Assessment process, the Employment Advisor will determine which of the following services are appropriate for the individual customer and then schedule them for all of those services. The services will be considered mandated services in respect to maintaining their DSS benefits.

- Career Development Workshop I
- Get Connected Workshop (if they don't know how to use computers or the internet)
- Internet Job Search (if they do know how to use computers and the internet)
- NWRC Pre-Test
- Interviewing Skills
- Any other workshop the customer might be interested in attending

It is the responsibility of the Employment Advisor to recognize that the yellow slash on the front page of the OSOS form requires that the Employment Advisor complete the “DSS IEP” form. The scheduling of the customer for all appropriate Career Development services beyond the Initial Assessment must be outlined on the DSS IEP.

Once the IEP for the Initial Assessment is complete the Employment Advisor will make a copy for the customer and file the original IEP in either the “Greene County DSS Must Be Faxed Folder”, or the “Columbia County DSS Must Be Faxed Folder”.

The Greeter will be responsible for faxing all DSS customers’ IEPs to the appropriate DSS office and then re-filing the IEP into the “DSS Waiting for Next Service” Folder.

The Employment Advisor who does the initial assessment will be responsible for all appropriate OSOS data entry for Initial Assessments and workshop attendance.

Note: Many DSS customers will not have their own transportation. It may be that the scheduling of their transportation to and from the Career Center for their Initial Assessment Appointment will leave the customer with free time either before or after their appointment. The Greeter should introduce these customers to the Employment Advisor covering the Resource Room. While in the Resource Room, customers who have no knowledge of how to use a computer should be directed to the websites that will teach the customer how to use a mouse. It may also be appropriate for other customers to be directed to the typing tutor program.

Policy #: 201.3 **Title: Initial Assessment & SMART 2010**

Effective Date: 10/01/09
Amended Date: 12/4/09

Policy Description: All customers that are receiving Unemployment Insurance MUST have a SMART 2010 resume and an account established during their initial assessment appointment. All customers that are not receiving Unemployment Insurance must be offered the option of establishing a SMART 2010 account. All customers that are considered Job Search Ready and are identified as JSRS on OSOS must have a SMART 2010 account. The SMART 2010 Skill Matching and Referral Technology Resume Service alters the Initial Assessment Interview process to such an extent that a separate procedure is required through this policy.

Reference Documents: The SMART Reference Guide
SMART FAQs
http://www.labor.state.ny.us/workforcenypartners/wfnyp_index.shtm

Procedures: Listed below are the steps that must be followed:

Step 1: You must identify that the customer has a resume. If the customer does not have an electronic copy of their resume with them, then the Employment Advisor must use the OSOS resume. The Program Advisor must insure that at least the last two jobs are listed in OSOS and that the "Skills" field is completed. Because employers seek candidates with current skills, and for best skill matching results, make sure each job includes at least 3 – 5 skills or work activities.

Step 2: The Employment Advisor must make sure the customer has a valid email address. If the customer does not have an email address, then the Employment Advisor must create an email address for the customer.

Step 3: To start the SMART 2010 service, the Employment Advisor must send an email as follows:

- To: NY-0090@please-apply.com
- Subject: customersemail@customersemail.com
- Insert the Resume into the email by either:
    - Attach the customer's electronic resume as a file. **NOTE:** If attaching a resume document make sure the format is in word.doc, RTF, and/or an editable pdf. The system cannot read picture files gif, jpeg, etc.

    or
    - Cut and paste the customer's OSOS resume into the body of the email.

You will know if your resume was successfully submitted to the system because you will **not** receive an Error Message. If you submit a resume and SMART 2010 does **not** send an Error Message, and your customer says he or she has not received a welcome message:

- Check to see that you entered the customer's correct email address in the "Subject" of the submission Email

- Instruct the customer to check the Spam Box in his or her email. We are not intentionally sending any emails to Spam. Rather, the Spam settings are a function of the customer'semail and his or her personal settings.
- If both avenues have been investigated and the customer still does not see a Welcome Email, please email labor.sm.dews.smart2010

Step 4: Help the customer understand the matches they will receive. Your customer should receive a list of job matches within 24 hours of submitting their resume to the SMART 2010 system. The matches will arrive in an email message from NYSDOL. Make sure that your customers check their spam filter/folder in case the email went directly there. **This is a good opportunity to discuss with your customer the emailed matches from the SMART 2010 system.**

Help your customer understand why some matches might be a good choice. If your customer continues to be unhappy with the matches, review their resume with them. Are they highlighting their skills and work history they want to build on? If not, help them edit their resume. You can begin the process again by starting with Step 1. Using the same customer email address, SMART 2010 will replace the old resume with the new resume.

Step 5: Document in OSOS comments that the customer has been registered for SMART 2010. Use the following statement: SMART 2010: For Resume Matching.

Policy #: 201.4 **Title: Priority of Service for Veterans**

Effective Date: 4/23/13
Amended Date:

Policy Description: Individuals that meet the definition of veteran or eligible person are covered by the Jobs for Veterans Initiative and are also eligible for priority of service.

Reference Documents:

Procedures: Staff should determine eligibility for "veteran" status based on the following criteria:
"Veteran" means a person who served at least one day in the active military, naval, or air service (see definition of active service below), and who was discharged or released under conditions other than dishonorable, as specified in 38 U.S.C. 101(2). Active service includes full-time Federal service in the National Guard or a Reserve component. This definition of "active service" does not include full-time duty performed strictly for training purposes (i.e., that which often is referred to as "weekend" or "annual" training), nor does it include full-time active duty performed by National Guard personnel who are mobilized by State rather than Federal authorities (State mobilizations usually occur in response to events such as natural disasters).

The term "eligible person" means —

- the spouse of any person who died of a service-connected disability,
- the spouse of any member of the Armed Forces serving on active duty who, at the time of application for assistance under this chapter, is listed, pursuant to section 556 of title 37 and regulations issued there under, by the Secretary concerned in one or more of the following categories and has been so listed for a total of more than ninety days:
    - missing in action,
    - captured in line of duty by a hostile force, or
    - forcibly detained or interned in line of duty by a foreign government or power, or

- the spouse of any person who has a total disability permanent in nature resulting from a service-connected disability or the spouse of a veteran who died while a disability so evaluated was in existence.

Active Service

- Service as a member of the Women's Army Auxiliary Corps for ninety days or more by any woman who before October 1, 1943, was honorably discharged for disability incurred or aggravated in line of duty which rendered her physically unfit to perform further service in the Women's Army Auxiliary Corps or the Women's Army Corps shall be considered active duty for the purposes of all laws administered by the Secretary.

- Any person entitled to compensation or pension by reason of this subsection and to employees' compensation based upon the same service under subchapter I of chapter 81 of title 5 must elect which benefit she will receive.

- Any person—
  - who has applied for enlistment or enrollment in the active military, naval, or air service and has been provisionally accepted and directed or ordered to report to a place for final acceptance into such service; or
  - who has been selected or drafted for service in the Armed Forces and has reported pursuant to the call of the person's local draft board and before rejection; or
  - who has been called into the Federal service as a member of the National Guard, but has not been enrolled for the Federal service; and
  - who has suffered an injury or contracted a disease in line of duty while en route to or from, or at, a place for final acceptance or entry upon active duty, will, for the purposes of chapters 11, 13, 19, 21, 31, and 39 of this title, and for purposes of determining service-connection of a disability under chapter 17 of this title, be considered to have been on active duty and to have incurred such disability in the active military, naval, or air service.

- For the purposes of this title, an individual discharged or released from a period of active duty shall be deemed to have continued on active duty during the period of time immediately following the date of such discharge or release from such duty determined by the Secretary concerned to have been required for that individual to proceed to that individual's home by the most direct route, and in any event that individual shall be deemed to have continued on active duty until midnight of the date of such discharge or release.

- For the purposes of this title, any individual—
  - who, when authorized or required by competent authority, assumes an obligation to perform active duty for training or inactive duty training; and
  - who is disabled or dies from an injury or covered disease incurred while proceeding directly to or returning directly from such active duty for training or inactive duty training, as the case may be;
  - shall be deemed to have been on active duty for training or inactive duty training, as the case may be, at the time such injury or covered disease was incurred.

- In determining whether or not such individual was so authorized or required to perform such duty, and whether or not such individual was disabled or died from injury or covered disease so incurred, the Secretary shall take into account the hour on which such individual began so to proceed or to return; the hour on which such individual was scheduled to arrive for, or on which such individual ceased to perform, such duty; the method of travel employed; the itinerary; the manner in which the travel was performed; and the immediate cause of disability or death.

- Whenever any claim is filed alleging that the claimant is entitled to benefits by reason of this subsection, the burden of proof shall be on the claimant.

- For purposes of this subsection, the term "covered disease" means any of the following:
  - Acute myocardial infarction.
  - A cardiac arrest.
  - A cerebrovascular accident.

- Each person who has incurred a disability as a result of an injury or disease described in subsection (b) shall be entitled to the same rights, privileges, and benefits under title 5 as a preference eligible described in section 2108 (3)(C) of title 5.

- Service as a member of the Alaska Territorial Guard during World War II of any individual who was honorably discharged therefrom under section 8147 of the Department of Defense Appropriations Act, 2001, shall be considered active duty for purposes of all laws administered by the Secretary.

Individuals that meet the definition of eligible veteran or eligible person below are covered by the Jobs for Veterans Initiative and are also eligible for priority of service and services from Veteran Program staff.

- The term "eligible veteran" means a person who —
  - served on active duty (see definition of active duty below) for a period of more than 180 days and was discharged or released there from with other than a dishonorable discharge;
  - was discharged or released from active duty because of a service-connected disability; or as a member of a reserve component under an order to active duty pursuant to section 12301(a), (d), or (g), 12302, or 12304 of title 10, served on active duty during a period of war or in a campaign or expedition for which a campaign badge is authorized and was discharged or released from such duty with other than a dishonorable discharge.

- The term “eligible person” means —
  - the spouse of any person who died of a service-connected disability,
  - the spouse of any member of the Armed Forces serving on active duty who, at the time of application for assistance under this chapter, is listed, pursuant to section 556 of title 37 and regulations issued there under, by the Secretary concerned in one or more of the following categories and has been so listed for a total of more than ninety days:
  - missing in action,
  - captured in line of duty by a hostile force, or
  - forcibly detained or interned in line of duty by a foreign government or power, or
  - the spouse of any person who has a total disability permanent in nature resulting from a service-connected disability or the spouse of a veteran who died while a disability so evaluated was in existence.

- The term “active duty” means—
  - full-time duty in the Armed Forces, other than active duty for training;
  - full-time duty (other than for training purposes) as a commissioned officer of the Regular or Reserve Corps of the Public Health Service
    - on or after July 29, 1945, or
    - before that date under circumstances affording entitlement to “full military benefits” or

- full-time duty as a commissioned officer of the National Oceanic and Atmospheric Administration or its predecessor organization the Coast and Geodetic Survey
    - on or after July 29, 1945, or
    - before that date
        - while on transfer to one of the Armed Forces, or
        - while, in time of war or national emergency declared by the President, assigned to duty on a project for one of the Armed Forces in an area determined by the Secretary of Defense to be of immediate military hazard, or in the Philippine Islands on December 7, 1941, and continuously in such islands thereafter, or
        - at any time, for the purposes of chapter 13 of this title;
- service as a cadet at the United States Military, Air Force, or Coast Guard Academy, or as a midshipman at the United States Naval Academy; and
- authorized travel to or from such duty or service.

Policy #: 202 **Title: Standards for Managing Workshop Attendance**

Effective Date: 7/16/08

Amended Date: 1/20/00

Policy Description: It is important to insure that all customers' participation in any of the available workshops is properly recorded as an activity in OSOS and REOS, if appropriate.

Reference Documents: IHF – Workshop Sign-up Letter
REOS Form Letter-Workshop
IHF – Workshop Sign-up List
IHF - Workshop Sign-In Sheet

Procedures: When it is determined that the next appropriate service for a customer is to attend a workshop, the following steps need to be taken:

Sign-Up Procedures:
1. The customer will be provided the Workshop Sign-Up Letter, either in person or sent through the mail.
2. It will be verbally explained to the customer the date, time and location of the workshop. **Note:** UI customers that have a Profile score of 70 to 100 will also be told that failure to attend the workshop may result in the suspension of their unemployment insurance benefits.
   Note: DSS customers will also have this information provided on their DSS IEP form
3. The customer's name will be added to the appropriate Workshop Sign-up List. **Note:** UI customers that have a Profile score of 70 to 100 will also have their OSOS NY number noted on the Sign-up list. **Note:** DSS customers will also have their status noted on the Sign-up list, by writing "DSS" in place of the OSOS NY number.
4. Once per week, the Greeter will review all the Workshop Sign-up lists and send those customers that have an OSOS NY number listed, a REOS generated appointment letter for the appropriate workshop.

Sign-In Procedures:
1. On the day of any workshop, the Workshop Leader will fill in the top of the Workshop Sign-In Sheet, noting the name of the workshop and the date.
2. The Workshop Leader will insure that all customers sign in, using the Workshop Sign-In Sheet.
3. At the immediate completion of the workshop, the Workshop Leader will make any follow-up notes on the Sign-In sheet that may be appropriate for any of the attendees.

Data Entry Procedures:
1. After the workshop is complete, the Sign-In Sheet will be used to confirm that attendance has been data entered into OSOS. Data Entry can be completed either by the Workshop Leader or any other staff member. Once the data has been entered into OSOS the appropriate box on the Sign-In Sheet will be checked.
2. The Sign-In Sheet will also be checked against the REOS appointment list to confirm which UI customers that were officially scheduled for the workshop (Profile Score of 70+) actually

attended. **Note:** UI customers that were required to attend but “failed to report”, will be noted as such in REOS.

3. The Sign-In sheet will also be checked against the Sign-up sheet to confirm which DSS customers that were officially scheduled for the workshop actually attended. This information will be noted on the DSS customer’s IEP (which can be found in the “Waiting for Next Service” folder) and then the IEP should be moved back into either the “Greene County DSS Must Be Faxed Folder”, or the “Columbia County DSS Must Be Faxed Folder” until Friday afternoon when it will be faxed to the appropriate DSS office. **Note:** After the IEP is faxed it will be re-filed back into the “Waiting for Next Service” folder. This will continue until the final individual appointment occurs to complete the IEP. At that point a customer folder will be created to hold the entire IEP and 200% TANF application.

Policy #: 202.1 **Title: Standards for Job Search Activities**

Effective Date: 7/01/06

Amended Date:

Policy Description: All customers' job search activities must be evaluated using the same standards to insure that customers have consistent access to the services they need.

Reference Documents:

Procedures: Customers must meet the following standards

1. **Self-Knowledge** – Customer must know the type of work they are looking to get and they must have the skills necessary for their goal to be reasonable.
2. **Computer Skills** – Customers should know how to navigate web sites and know how to type.
3. **Finding Job Leads** – Customer should know how to find companies that may have job opportunities that match their goals, in addition to jobs that are openly advertised.
4. **Resumes** – All customers should be encouraged to have a resume. It must have: a career objective, list of skills, complete work history section that is customized to include specific accomplishments (e.g.: # of customers served, amount of money handled, typing speed, awards received, etc.), education section (if past high school). Resume should be no longer than two pages, and should be formatted perfectly.
5. **Cover Letters (Faxes)** – Must be in same font as resume and specific for the company and/or job for which they are applying. It should be short. It should: state the job title for which they are applying, have two or three sentences about the skills they have that relate to the job, if necessary explain any gaps in their background, refer to the resume for further details, ask for an interview to discuss the position in further detail, explain how they can be contacted, close with a sentence about "looking forward to hearing from you". Format should be perfect.
6. **Thank-you Notes** – Must be on business quality paper. It should: thank the interviewer for their time, express an interest in the job, mention any qualifications or ideas that were not discussed in the interview, mention that they will call in one week to hear of their decision. Format should be perfect.
7. **Effort Versus Success Ratio** – To determine if a customer is conducting a successful job search the following measures shall apply:
   - Spends 20 hours a week looking for work
   - Contacts at least 10 companies a week about possible job openings
   - Gets at least one interview for every 15 jobs they apply for
   - Has no more than 5 job interviews without a job offer.

Policy #: 202.2 **Title: Standards for Handling Initial Requests for Training funds**

Effective Date: 7/01/06

Amended Date: 7/28/09
10/10/10

Policy Description: There are many factors that impact an individual's eligibility for WIA Title IB training assistance (ITA's or OJTs). Eligibility decisions cannot be made during an initial assessment interview, however, the likelihood an individual may be eligible for these services can be discussed in general terms.

Reference Documents: Career Center Catalog
WIB Minutes, July 14, 2009
WIB Policies and Resolutions - WR-0210-31 Priority of Service.
Career Center Policy # 301
Career Center Policy #109
Federal Poverty Guidelines

Procedures:

General ITA's: Customers who request information on financial aid for training should be told that eligibility for training funds is based on many factors:

1. It must be determined that the individual needs additional skills in order for them to find employment at a self sufficient level ($16.00 hr.).
2. Training is only approved for occupations that have been determined to be in-demand by our local Workforce Investment Board.
3. Because our training funds are so limited, the WIB requires that priority be given to individuals with limited formal education. This requirement can be waived under special circumstances and for on-the-job training.
4. Customers must be classified as a dislocated worker or be a resident of Columbia or Greene County and have a family income of under 200% of the poverty level.

People interested in obtaining approval for training should be referred to the Career Development Workshop I. Upon completion of this workshop customers will make an appointment with the Employment Advisor responsible for Financial Aid determination.

Attendance at the Career Development Workshop I is mandatory, except under the following circumstances:

- The customer is working during the times this workshop is offered
- The training program the customer wishes to attend begins before the next scheduled workshop.
- The Employment Advisor speaking with the customer determines that the customer has a valid reason as to why they cannot attend the workshop.

These customers should be allowed to make an appointment with the Employment Advisor responsible for financial aid determination.

Computer Literacy ITA Training: Besides attending Career Development Workshop I, people interested in the Microsoft Office training must also attend the Interviewing workshop and the Resume workshop before they are allowed into the class. People who choose this training option should understand that they can and should be looking for work before during and after the training. It is providing valuable supplemental skills, but it is not preparing them for any specific occupation or job that only requires Microsoft Office skills.

Policy #: 203 **Title: Career Development Workshop II**

Effective Date: 7/01/06

Amended Date: 10/10/10

Policy Description: All customers who express uncertainty regarding their career path or their next employment goal should attend this workshop. This service is appropriate for customers defined through initial assessment as needing Career Development Services (CDS) and are not clear about the job training they may need.

Reference Documents: IHF-Assessment Letter
Website: www.columbiagreeneworks,org
CHOICES CT software
Policy 102.2
Workshops & Individual Services Appointment Book

Procedures:
This workshop is offered on the 2nd and 4th Wednesdays of the month.

When signing a customer up for this workshop the following steps should be taken:

- The customer should be handed a copy of the Assessment Letter and their Name, and Phone Number should be recorded in the Workshops & Individual Services Appointment Book under the date they are scheduled to attend.
- If the customer is being scheduled through a phone interview then their Name, Address and Phone Number should be written down and given to the Receptionist who will mail a copy of the Assessment letter and record their information in the Workshops under the date they are scheduled to attend.

The session is designed to assist customers with making informed career choices. Customers will either use the computer software CHOICES CT or the on-line Job Zone program. These programs will allow customers to evaluate their educational background, abilities and work experience to determine their "transferable" skills. They will be also be able to clarify their interests as they relate to different jobs and access easy to use databases for researching occupations, colleges, financial aid resources and employment opportunities.

Participants should complete a workshop evaluation form that lists their session results, as well as any decisions they may have made as to their next step. If they don't have a next step in mind then they should strongly be advised to make an individual counseling appointment to discuss their results.

Customers should continue to access Career Development Services until they can be classified as in need of Job Search Ready Services.

This service should be classified as a comprehensive assessment on OSOS. First click on the Activity L1- Staff Assisted Intensive and click yes on Assessment, Comprehensive. Then click on the Comprehensive Assessment Tab at the bottom of the screen and go to the Education Screen and add the CHOICES results for interests, and aptitudes.

The procedures outlined in Policy 102.2 should also be followed.

Policy #: 204 Title: Individual Counseling Appointment – Career Planning

Effective Date: 7/01/06

Amended Date:

Policy Description: Customers who are uncertain regarding their career goals should make an appointment with the Employment Counselor <u>after</u> they have completed <u>one or more</u> of the following**:**

- Attended Career Development Workshop I and or II
- Utilized Choices CT or Job Zone in the Career Resource Room
- Completed skills assessment or testing

Reference Documents: Workshops & Individual Services Appointment Book

Procedures: Customers will be signed up for the next available hour-long appointment with the employment counselor.

Individual counseling will vary considerably according to individual needs.
Initially, the counselor establishes rapport with the customer and then proceeds to understand and address the individual's current situation / needs and qualifications by**:**

1. <u>Conducting an overview assessment interview to determine customers</u>':
   - Relevant background**:**
     - Brief employment history
     - Education, training & skills
   - Employment needs & expectations from the counseling session
   - Personal problems / ability to cope with**:**
     - Work place environments
     - Pressures, including current family status (single parent; family size; eldercare; etc.)
     - Financial needs and related stress, e.g., ending of UI income
     - Career change desired

2. <u>Applying appropriate / creative methods of Career Counseling to facilitate:</u>
   - The perspective of customers who lack realistic career goals
   - The reachable goal-setting process by utilizing / referencing results from applicable workshop and / or self-assessment**:**
     - Attended Career Development Workshop I and or II
     - Utilized Choices CT or Job Zone in the Career Resource Room
     - Completed skills assessment or testing

3. Introducing additional career / job choices which customer should consider by reason of interests, transferable skills and qualifications**:**

- Utilizing resources available for job search:
  - Jobzone & various websites for specific jobs
  - Newspapers, Yellow Pages & Chamber of Commerce publications
  - Refer to current job postings including:
    - Career with the Government / Civil Service
    - Apprenticeship programs
- Accessing the Hidden Job Market / Networking

4. Assisting with Resume, Cover Letter & Interviewing Skills related to career change
   Assuming customer has attended workshops & has a current resume, counselor will**:**

- Critique, assist in customizing resume to new preferred career options or job postings
- Review, assist with writing cover letters related to career change
- Prepare / perform mock interview focusing on career change

5. Referring customer to staff & partners / agencies for appropriate supportive services:

- VESID
- OJT
- WIA
- Other: Mental Health, Financial Counselor, Public Assistance, etc.

6. E-Counseling

- Resumes & cover letters can be revised & critiqued via E-mail
- If further counseling is needed in specific areas, customer can communicate with counselor via telephone or E-mail
- Counselor can e-mail customer lessons & information on job search strategies, upon request

If customer needs further counseling assistance, additional appointments can be scheduled and Comprehensive Assessment & Testing Services can also be arranged.

Policy #: 205 **Title: Comprehensive Assessment & Testing Services**

Effective Date: 7/01/06

Amended Date: 10/10/10, 7/28/11

Policy Description: A comprehensive assessment assists customers in making career decisions and taking action on decisions by: identifying re-employment barriers; developing employment and/or training plans to overcome barriers; selecting educational programs consistent with goals; and/or following through on agreed upon career decisions.

Reference Documents:

TABE Forms 7 & 8	CHOICES CT
CAPS	O*NET
COPES	Career Zone
Policy 106	Policy 203
Prove It!	

Procedures:

Definition and Purpose:
Formal Comprehensive Assessment & Testing Services are appropriate for individuals who have barriers to employment, and/or are unclear of their career goals and would like some objective readings of their academic skills, abilities and/or work values related to careers. These assessments can be offered in addition to the career interests and labor market information that can be accessed through CHOICES.

Assessment & Testing Services are also available for individuals who are requesting a referral to job openings that require pre-hire testing if the initial assessment suggests the individual may not pass the pre-hire test or the customer would like to practice taking a standardized test.

Assessment & Testing Services are required for individuals who are requesting training services when initial assessments suggests the training may not be appropriate for the customer and no objective testing is available through the training program the customer wants to attend.

Assessment & Testing Services are also required for individuals who are requesting referral to an OJT opportunity to determine the skills gaps that can be remediated through the OJT.

Once a customer has been initially assessed and both staff and the customer determine that Career Development Services are needed, staff can then conduct a comprehensive assessment. A comprehensive assessment assists customers in making career decisions and taking action on decisions by: identifying re-employment barriers; developing employment and/or training plans to overcome barriers; selecting educational programs consistent with goals; and/or following through on agreed upon career decisions.

A formal comprehensive assessment should always include an in-depth structured interview and may also include additional formal and informal assessments as appropriate.

An **informal comprehensive assessment** is a non-standardized, subjective method of assessment that appraises an individual's interest, values, knowledge and understanding, skills and abilities, and barriers to employment. An informal assessment can be in the form of a questionnaire, checklist, group discussion or activity or through an in-depth desk interview.

- Much of what occurs during an Initial Assessment can also be defined as an informal comprehensive assessment. Staff should therefore record a comprehensive assessment in OSOS whenever the following activities take place during the Initial Assessment in-depth desk interview:
    - A customer fills out the appropriate questions on the Supplemental Questionnaire
    - A customer is identified as CDS because they have a barrier to employment that the staff member or the customer believes prevents them from finding a job and there is a service available (offered either by the Career Center or an outside agency) that the customer agrees to pursue to help them deal with that barrier. Options include, but are not limited to:
        - Childcare Issues
        - Crime Victim Issues
        - Disability limitations
        - Domestic Violence Issues
        - Lack of Education (GED/ESL)
        - No Money or Resources:
            - Food Pantries
            - Food Stamps
            - Medicaid
            - Other Healthcare Insurance
            - Home Energy Assistance Program (HEAP)
            - TANF
        - Homelessness
        - Literacy Problems
        - Mental Health Issues
        - Substance Abuse Problems
        - Transportation Problems
        - Legal Issues
- Staff should also record a comprehensive assessment in OSOS whenever the following activities take place outside of the Initial Assessment process:
    - A customer requests training, but for whatever reason, it is denied. The reason it is denied should also be recorded in OSOS. **Note: anyone referred to training should be coded CDS**.
    - A customer enrolls in training – this could be WIA funded, TAA, 599, Metrix, etc.
    - A customer attends Career Development Workshop II – The workshop leader will record the activity in OSOS, as well as the results.
    - A customer has an individual counseling appointment - The staff member who provided the service will record the activity in OSOS.

- A customer has an individual resume appointment. – The staff member who provided the service will record the activity in OSOS.
- A customer takes a ProveIt test. Whoever signs the person up for the Prove It test is responsible for the data entry and should include the test results they get emailed.

Comprehensive Assessment Activities must be data entered into OSOS.

- Go to Activity/ L1-Activity – Staff Assisted Intensive – click yes on Assessment, Comprehensive
- Go to Comp Assess – add appropriate data based on the results of the interview and supplemental questionnaire.

A **formal assessment** is a standardized, validated assessment instrument that is reliable and has been well researched. Formal assessments are paper and pencil and/or computer tests. Some tests and assessments include: O*Net Interest Profiler, Ability Profiler and Work Importance Locator, Strong, Work Keys, Choices, TABE, GATB, SATB, ProveIt, COPES, CAPS, etc.

Qualities of a strong comprehensive assessment:

- A comprehensive assessment should never rely on one tool. (i.e. Just using a questionnaire. If using only informal assessments, the comprehensive assessment should include both, an in-depth structured interview as well as a checklist, questionnaire, etc.)
- Informal comprehensive desk interviews or assessments should be structured, and lead to the development of an IEP where achievable goals can be set to overcome barriers to employment and/or skill gaps.
- Appropriate tests or assessment instruments should be selected for a specific individual in accordance with the person's characteristics; the setting and the nature of the question posed, and designed to make that assessment.
- Customers should feel understood, hopeful and motivated after receiving a comprehensive assessment.
- A comprehensive assessment should help customers realize what their job skills (and/or interests, personality, values, abilities) really are, and how these skills, etc. fit in with their career goals and ambitions.
- A comprehensive assessment should assist staff in comparing a customer's skills, abilities, interests, personality and values that are needed in a particular field or job.
- A formal assessment must be a valid, reliable test and follow the requirements under the *USDOL Testing and Assessment: Guide to Good Practice for Workforce Investment Professionals* manual and must be administered according to the instrument's procedural manual.

Comprehensive Assessment Activities must be data entered into OSOS.

- Go to Activity/ L1-Activity – Staff Assisted Intensive – click yes on Assessment, Comprehensive
- Go to Comp Assess – add appropriate data.

Policy #: 206 **Title: Individual Employment Plan**

Effective Date: 7/01/06

Amended Date: 12/01/08

Policy Description: All WIA customers, regardless of funding stream, who are receiving services beyond intensive job search assistance, must have a meeting with an Employment Advisor or Counselor in order to develop an Individual Employment Plan. All TAA and EDGE customers must have an Individual Employment Plan, regardless of the services they are receiving.

Reference Documents: IHF-Individual Employment Plan Sections A – P (2008).

Procedures: The Individual Employment Plan (IEP) should be developed with the customer during an individual appointment. It provides a summary of the customer's goals, and their background, skills, strengths and barriers to reaching those goals. It also provides an outline of the services that both the Customer and the Employment Advisor have agreed are necessary for the customer to reach their goals. The IEP outlines the responsibility of both the Career Center and the customer.

Sections A-J must be completed for all customers. Sections K-P are completed only if appropriate for the customer's individual situation. Both the Employment Advisor/Counselor and the customer must sign the IEP and the customer must get a copy of the plan.

The IEP document must be updated anytime a service has been completed, changed, or added. Anytime there is a change in customers' Supportive Service needs an IEP update is completed and a copy is given to the customer, and the Assistant Director for accounting. The original is placed in the file.

At the time the IEP service is recorded into OSOS, a concise comment must also be recorded. This also must occur for all IEP Updates.

Policy #: 206.1 **Title: Individual Employment Plan for DSS Customers**

Effective Date: 1/20/09

Amended Date: 4/14/15

Policy Description: All WIA customers who are also TANF or Safety Net recipients must have an Individual Employment Plan completed, regardless of the funding stream or the services they receive.

Reference Documents: IHF-Individual Employment Plan - Columbia-Greene Career Center & Social Services - Sections A – E (aka DSS IEP).
Policy 201.2
Policy 202
Policy 206

Procedures: The development of the Individual Employment Plan for DSS clients should begin with the customer's Initial Assessment interview. The Employment Advisor completing that interview must complete the appropriate parts of Sections A-E of the DSS IEP. A copy of the DSS IEP needs to be faxed to the appropriate county DSS office, following Policy 201.2 and 202.

Every time the customer completes one of the activities scheduled on the IEP, it will be the responsibility of the customer to document their attendance by having the workshop presenter sign a form the customer will provide.

All other procedures referenced in Policy 206 should continue to be followed for DSS customers.

Policy #: 206.2 **Title: OSOS Individual Employment Plan**

Effective Date: 10/10/10

Amended Date:

Policy Description: All WIA customers who have had an Initial Assessment and are referred to any service beyond Self-Service/ Information only must have an Individual Employment Plan (IEP) activity recorded in OSOS.

Reference Documents: OSOS Desk Guide

Procedures: If during the Initial Assessment process it is determined that a customer could benefit from receiving any service, ranging from attending a workshop to enrolling in training then they have received an IEP service.

This should be recorded in OSOS under: Activities, L1 – Staff Assisted Intensive. A comment should be added listing the workshops and other services the individual was referred to attend.

Policy #: 207 **Title: Disability Program Navigator (DPN) Referral Services**

Effective Date: 7/01/06

Amended Date:

Policy Description: The Disability Program Navigator (DPN) will provide services that complement other programs and services for which individuals with disabilities may be eligible. These services and supports will assist individuals with disabilities to achieve financial independence and self-sufficiency through employment.

Reference Documents: Position Description for the Disability Program Navigator
Disability Program Navigator Initiative Fact Sheet (2006)
Social Security On-line – Program Development & Research

Procedures: If during the process of an Initial Assessment review, or the participation in any other Career Center service, it is determined that a customer has a disability that may impact their employment options then a referral to the DPN is warranted. The DPN will either meet with the customer, if the customer is on site, or send an outreach letter inviting them to utilize the DPN services.

An initial meeting with the customer will be to acquaint them with the various services available both at the Career Center and within the community. In dealing with youth, the DPN will be available and prepared to assist these customers in accessing the individualized supports needed to successfully transition to adulthood.

A meeting with the DPN may cover the following activities:

1. <u>Conducting an overview assessment interview to determine customers':</u>
   - Relevant background which includes what disability, strengths and weaknesses may exist. Also inquire about a brief background and benefits that may be received, employment history and experience and education, training & skills.
   - Employment needs, expectations and goals are discussed and what they hope to accomplish.
   - Personal problems / ability to cope with including disability, financial needs and related stress,etc.

2. <u>To determine the correct path and assist in:</u>
   - The realistic employment/training goal and how to attain it

3. <u>Introducing additional career / job choices which customer should consider by reason of interests, transferable skills and qualifications</u>**:**
   - Utilizing resources available for job search/job leads
   - Resources/referrals available to them including federal, state, and private programs, etc.

4. Assisting with Resume, Cover Letter & Interviewing Skills:

   Assuming customer has attended workshops & has a current resume, the DPN may**:**
   - Critique, assist in customizing resume
   - Review, assist with writing cover letters related to job goal
   - How and when to disclose a disability to a potential employer if desired/necessary
   - When to ask for a reasonable accommodation

5. Referring customer to staff & partners / agencies for appropriate supportive services:

   Including but not limited to:
   - VESID Orientation or Fast-Track, Mental Health Services, SSA, Benefits Planning Assistance and Outreach, GED, OJT, WIA services and other variety of necessary services.
   - If further counseling is needed in specific areas, customer can communicate with the DPN via telephone, E-mail or another face to face appointment.

Policy #: 208 Title: Community Resources Available for Barriers to Employment

Effective Date: 10/10/10

Amended Date:

Policy Description: Customers who acknowledge that they have barriers to employment should be referred to appropriate community services.

Reference Documents: Policy 106

Procedures: Staff should use the table below to find available resources for customers who have barriers to employment and should follow the procedures in Policy 106 for recording the activity into OSOS.

Community Resources

Category	Agency Name	Address	City	Zip	Telephone	Other
Child Abuse	Child Abuse Hotline				800-422-4453	
Childcare	Child Care Council of C/G Counties				800-494-1944	Resource and referral service.
Childcare	Columbia County DSS	25 Railroad Ave	Hudson	12534	518-828-9411	Can help pay for child care for people who are working
Childcare	Greene County DSS	411 Main St	Catskill	12414	518-719-3700	Can help pay for child care for people who are working
Criminal Record, Parole, Probation	ES 302.1 The Prime Objective					http://www.labor.state.ny.us/formsdocs/does/es302_1.pdf
Criminal Record, Parole, Probation	ES 699.3 NYS DOL Federal Bonding Program					http://www.labor.state.ny.us/businessservices/pdfs/es699_3.pdf
Criminal Record, Parole, Probation	Article 23-A of NYS Corrections Law					http://public.leginfo.state.ny.us/menugetf.cgi?commonquery=laws
Criminal Record, Parole, Probation	Hire Network					http://www.hirenetwork.org/resource.html#
Criminal Record, Parole, Probation	Legal Action Center					http://lac.org/index.php/lac/164
Criminal Record, Parole, Probation	NYS Federal Bonding Program					http://www.labor.state.ny.us/careerservices/findajob/parolee.shtm
Criminal Record, Parole, Probation	Ex Offender Reentry					http://exoffenderreentry.com
Disability Services	Vocational and Educational Services for Individuals with Disabilities (VESID)	Albany District Office 80 Wolf Rd, Suite 200	Albany	12205	518-473-8097 800-272-5448	TTY 518-457-2318
Domestic Violence	Community Action of Greene County	53 South Jefferson Ave	Catskill	12414	518-943-9205	
Domestic Violence	Columbia Opportunities	360 State St	Hudson	12534	518-822-1220	
Domestic Violence	Domestic Violence Hotline				800-799-SAFE	
Education	Questar III	Columbia Greene Educational Center Route 66	Hudson	12534	518-828-0675	ABE/GED/ESL
Food	Columbia Opportunities Inc	540 Columbia St	Hudson	12534	518-828-4611	
Food	Catholic Charities	The Ecumenical Food Pantry 431 East Allen St	Hudson	12534	518-828-8660	
Food	First Presbyterian Church	3212 Church St	Valatie	12184		

Category	Agency Name	Address	City	Zip	Telephone	Other
Food	Chatham Area Silent Pantry	Tracy Memorial Village Hall Main St	Chatham	12037	518-392-7794	
Food	Ghent Food Pantry	Ghent Town Hall Route 66	Ghent	12075	518-392-4053	
Food	Millerton Food Pantry	Main St, PO Box 929	Millerton	12546	518-789-3077	
Food	Community Action of Greene County	53 South Jefferson Ave	Catskill	12414	518-943-9205	
Food Stamps	Columbia County DSS	25 Railroad Ave	Hudson	12534	518-828-9411	
Food Stamps	Greene County DSS	411 Main St	Catskill	12414	518-719-3700	
Food Stamps	Nutrition Outreach of Twin Counties				518-822-9600	
Healthcare	Healthcare Consortium	325 Columbia St	Hudson	12534	518-822-8820	
Healthcare	Family Resource Center of Columbia County	PO Box 319	Chatham	12037	518-392-3911	Email: NRC01@aol.com
Home Energy Assistance Program (HEAP)	Columbia County DSS	25 Railroad Ave	Hudson	12534	518-943-9205	
Home Energy Assistance Program (HEAP)	Greene County DSS	411 Main St	Catskill	12414	518-719-3700	
Homelessness	Columbia County DSS	25 Railroad Ave	Hudson	12534	518-828-9411	
Homelessness	Greene County DSS	411 Main St	Catskill	12414	518-719-3700	
Homelessness	Community Action of Greene County	53 South Jefferson Ave	Catskill	12414	518-943-9205	
Homelessness	Columbia Opportunities	360 State St	Hudson	12534	518-822-1220	
Literacy	Hudson Even Start	360 State St	Hudson	12534	518-828-4360	
Literacy	Literacy Connections of C/G Counties	Hudson Area Library 400 State St	Hudson	12534	518-828-1792	www.literacyconnections.org
Literacy	Chatham Library	11 Woodbridge Ave	Chatham	12037	518-392-3666	
Literacy	Catskill Library	1 Franklin St	Catskill	12414	518-697-8227	
Medicaid	Columbia County DSS	25 Railroad Ave	Hudson	12534	518-828-9411	
Medicaid	Greene County DSS	411 Main St	Catskill	12414	518-719-3700	
Mental Health	Mental Health Association of Columbia & Greene Counties	713 Union Street	Hudson	12534	(518) 828-4619	

Category	Agency Name	Address	City	Zip	Telephone	Other
Mental Health	Mental Health Association of Columbia & Greene Counties	30 W. Bridge Street	Catskill	12414	(518) 943-0176	
Substance Abuse	Twin County Recovery Services				828-9300 or 943-2036	
Suicide Prevention	National Suicide Prevention Lifeline				800-273-TALK	
Tax Preparation						www.icanefile.org
Tax Preparation	Community Action of Greene County	53 South Jefferson Ave	Catskill	12414	518-943-9205	
Tax Preparation	Columbia Opportunities	360 State St	Hudson	12534	518-822-1220	
Transportation	Community Action of Greene County	53 South Jefferson Ave	Catskill	12414	518-943-9205	Partners-Catch-A-Ride, Wheels for Work
Victim Advocacy	The Reach Center	542 Warren St	Hudson	12534	1-888-943-2472	

Policy #: 209 **Title: Credential Evaluation Services for Foreign Graduates**

Effective Date: 1/13/11

Amended Date:

Policy Description: Referral services for foreign educated individuals who have completed all or part of their education outside of the United States, and who need their education evaluated for entrance into further education, employment, or professional licensure should be offered.

Reference Documents:

Procedures:
The National Association of Credential Evaluation Services (NACES) is an association of private foreign educational evaluation services. NACES serves foreign educated individuals who have completed all or part of their education outside of the United States, and who need their education evaluated for entrance into further education, employment, or professional licensure. With the exception of the Commission on Graduates of Foreign Nursing Schools International and Education Evaluators International, Inc., all of the agencies listed under *Credential Evaluation Services to Certify Foreign Credentials* are members of NACES. A list of all of the NACES members is located at http://www.naces.org/members.htm.

Credential Evaluation
A credential evaluation is an assessment, analysis, and written comparability statement of individual qualifications obtained abroad. An individual's education is evaluated by specialists in the field of applied comparative education and a report will be created with the United States educational equivalent.

Translation
A translation is a word-for-word rendering of the original text from one language into another. An official translation must be obtained from an authorized institution such as an embassy, college or university, or a translation agency (see *Translation Services for Foreign Degrees*). A certified/notarized translation may be completed by any translator regardless of credentials with a certification that the translator is competent.

*Note: Several agencies do both credential evaluation and translation.

Licensing
Licensing by the state government is required for many professions to ensure that the public will not be harmed by the employee's lack of ability.

The following is a list of agencies that conduct credential evaluation and those who provide translation services. It also contains the list of 48 New York State Licensed Professions from the New York State Education Office of Professions.

Credential Evaluation Services to Certify Foreign Credentials

Academic Evaluation Services, Inc. 11700 N. 58th Street G & H Tampa, FL 33617 Phone: 813.374.2020 Fax: 813.374.2023 Email: info@aes-edu.org http://www.aes-edu.org	**Education Evaluators International, Inc.** 11 South Angell St. #348 Providence, RI 02906 Phone: 401.521.5340 Fax: 401.437.6474 Email: eval@educei.com http://www.educei.com
A2Z Evaluations, LLC PO Box 74040 Davis, CA 95617 Phone: 530.400.9266 Email: info@A2Zeval.com http://www.A2Zeval.com	**Education International, Inc.** 29 Denton Rd. Wellesley, MA 02482 Phone: 781.235.7425 Fax: 781.235.6831 Email: edint@gis.net http://www.educationinternational.org
Center of Applied Research, Evaluations, & Educations, Inc. PO Box 20348 Long Beach, CA 90801 Phone: 714.237.9272 Email: eval_caree@earthlink.net http://www.iescaree.com	**Educational Perspectives, nfp.** PO Box 618056 Chicago, IL 60661-8056 Phone: 312.421.9300 Fax: 312.421.9353 Email: info@edperspectives.org http://www.edperspectives.org
Commission on Graduates of Foreign Nursing Schools International 3600 Market St., Suite 400 Philadelphia, PA 19104-2651 Phone: 212.349.8767 http://www.cgfns.org	**Educational Records Evaluation Services** 601 University Ave., Suite 127 Sacramento, CA 95825 Phone: 916.921.0790 Fax: 916.921.0793 Email: edu@eres.com http://www.eres.com
e-Val Reports 10924 Mukilteo Speedway, #290 Mukilteo, WA 98275 Phone: 425.349.5199 Fax: 425.349.3420 Email: brad@e-valreports.com http://www.e-valreports.com	**Evaluation Service, Inc.** PO Box 85 Hopewell Junction, NY 12533 Phone: 845.223.6455 Fax: 845.223.6454 Email: info@evaluationservice.net http://www.evaluationservice.net
Educational Credential Evaluators, Inc. PO Box 514070 Milwaukee, WI 53203-3470 Phone: 414.289.3400 Fax: 414.289.3411 Email: eval@ece.org/http://www.ece.org	**Foundation for International Services, Inc.** 14926-35th Ave. West, Suite 210 Lynnwood, WA 98087 Phone: 425.248.2255 Fax: 425.248.2262 info@fis-web.com/http://www.fis-web.com
Global Credential Evaluators, Inc. PO Box 9203 College Station, TX 77842-9203 Phone: 800.707.0979 Fax: 512.388.3174 Email: gce.gceus.com http://www.gceus.com	**World Education Services, Inc.** PO Box 5087 Bowling Green Station New York, NY 10274-5087 Phone: 212.966.6311 Fax: 212.739.6100 http://www.wes.org

Global Services Associates, Inc. 2554 Lincoln Blvd., #445 Marina del Rey, CA 90291 Phone: 310.828.5709 Fax: 310.828.5709 Email: info@globaleval.org http://www.globaleval.org	**International Academic Credential Evaluators, Inc.** PO Box 2465 Denton, TX 76202-2465 Phone: 940.383.7498 Fax: 940.382.4874 Email: staff@iacei.net http://www.iacei.net
International Education Research Foundation, Inc. PO Box 3665 Culver City, CA 90231-5665 Phone: 310.258.9451 Fax: 310.342.7086 Email: information@ierf.org http://www.ierf.org	**Josef Silny & Associates, Inc. International Education Consultants** 7101 S.W. 102 Ave. Miami, FL 33173 Phone: 305.273.1616 Fax: 305.273.1338/ 305.273.1984 (Translations) Email: info@jsilny.com http://www.jsilny.com
SpanTran Educational Services, Inc. 7211 Regency Square Blvd., Suite 205 Houston, TX 77036-3197 Phone: 713.266.8805 Fax: 713.789.6022 Email: info@spantran-edu.org/ http://www.spantran-edu.org	

Translation Services for Foreign Degrees

Bruce International, Inc. 4800 SW Griffith Dr., Suite 100 Beaverton, OR 97005 Phone: 503.643.8448 Fax: 503.643.7174 Email: info@bruceinternational.com http://www.bruceinternational.com	**Josef Silny & Associates International Education Consultants*** 7101 SW 102 Ave. Miami, FL 33173 Phone: 305.273.1616 Fax: 305.273.1984 Email: info@jsilny.com http://www.jsilny.com
Certified Languages International 4724 SW Macadam Ave. Portland, OR 97201 OR 4130 E. Van Buren Phoenix, AZ 85008 Phone: 800.225.5254 http://www.certifiedlanguages.com/document-translation	**Lingo Systems** 15115 SW Sequoia Parkway, Suite 200 Portland, OR 97224 Phone: 503.419.4856 Fax: 503.419.4873 Email: info@lingosys.com http://www.lingosys.com
Education Evaluators International, Inc.* 11 South Angell St. #348 Providence, RI 02906 Phone: 401.521.5340 Fax: 401.437.6474 Email: eval@educei.com http://www.educei.com	**Pacific Interpreters, Inc.** (Healthcare) 707 SW Washington, Suite 200 Portland, OR 97205 Phone: 800.311.1232 http://www.pacificinterpreters.com

Foundation for International Services* 14926-35th Ave. West, Suite 210 Lynnwood, WA 98087 Phone: 425.248.2255 Fax: 425.248.2262 Email: info@fis-web.com http://www.fis-web.com	**SpanTran Educational Services, Inc.*** 7211 Regency Square Blvd, Suite 205 Houston, TX 77036-3197 Phone: 713.266.8805 Fax: 713.789.6022 Email: info@spantran-edu.org htpp://www.spantran-edu.org
IRCO/International Language Bank 10301 NE Gilsan St. Portland, OR 97220 Phone: 503.234.1541 Fax: 503.234.1259 Email: info@irco.org http://www.irco.org	**University Language Services** Department of Certification 15 Maiden Lane, Suite 300 New York, NY 10038 Phone: 800.419.4601 Fax: 866.662.8048 http://www.universitylanguage.com
WordExPress Corporation 8306 Wilshire Blvd., Suite 200 Beverly Hills, CA 90211 Phone: 800.570.0700 Fax: 800.570.5950 Email: info@wordexpress.net http://www.wordexpress.net	

*Please note that all companies with an asterisk indicate that they provide both translation and credential evaluation services.

To find a list of NYS Licensed Occupations, go to: www.op.nysed.gov/prof

Policy #: 210 **Title: Military Transcript Retrieval**

Effective Date: 2/27/12

Amended Date:

Policy Description: Veterans who need copies of their military educational or occupational information can be provided the below information on how they should go about obtaining this information.

Reference Documents:

Procedures: There are different procedures for each branch of the military:

Army Transcript Retrieval

- Go to the AARTS website at http://aarts.army.mil/
- On the left side of the page it will say "Get Transcript Request." You can either select "Personal Transcript" or Official Transcript."
- On the next page, enter the information as it requests: SSN, Birth Date and BASD or PEBD.
- A page will appear that identifies you by your name and rank. Click on the "View Transcripts" option.

Navy and Marine Corps Transcript Retrieval

- Go to https://smart.navy.mil/smart
- There is a link at the top of the page where Navy/Marine veterans can register for a SMART Account to which will allow them to view and/or print their unofficial transcript. Veterans will be emailed their password
- Once a veteran logs into the SMART website, they should click on the link at the top that says "Transcripts". From there, they can view their transcript by using the "Transcript" link. This page also has links that allow them to view a summary of their transcript, see the academic courses listed on their unofficial transcript, or view all three parts using the "Combo" link. They can print by clicking on the printer icon that is directly above your transcript.

Air Force Transcript Retrieval

- Go to http://www.au.af.mil/au/ccaf/transcripts.asp
- On the right side of the page, click on "CCAF Transcripts."
- Click where it says "Order Transcripts Online."
- Fill out all the required information. Click submit and view the transcript.

Coast Guard

- Go to: http://www.uscg.mil/hq/cgi/active_duty/go_to_college/official_transcript.asp
- The PDF link for the actual request is:
  http://www.uscg.mil/hq/capemay/education/doc/CGI1564.pdf

Policy #: 211 **Title: Workshop: Introduction to STEM**

Effective Date: 11/20/12

Amended Date:

Policy Description: This workshop is part of the WIF grant. All Career Development Services (CDS) customers should be required to attend the Introduction to STEM workshop so they can make an informed decision on career options and training opportunities.

Reference Documents: Power Point Presentation: STEM and You.

Procedures: This Career Exploration Workshop on STEM Careers should be offered to all CDS and out-of-school youth customers. Note: All CDS customers on UI should be required to attend. Workshop topics include:

- Definition of STEM jobs
- Key positive statements about why to pursue STEM careers
  - Job Outlook for STEM careers, with comparison provided for other fields
  - Wage Projections for STEM careers, with comparison provided for other fields
- Career path options within STEM careers
  - Local employers that hire for STEM occupations
  - Importance of life-long learning in obtaining and maintaining economic self-sufficiency and a higher standard of living
- Description of the Two-Step Career Plan process and how they can participate if interested.

Policy #: 212 **Title: Workshop: Preparing for STEM – Alleviating Math Anxiety**

Effective Date: 11/20/12

Amended Date:

Policy Description: This workshop is part of the WIF grant. All Career Development Services (CDS) customers interested in the WIF grant and are concerned about learning math/science or going back to school should be referred to this workshop.

Reference Documents:

Procedures:

The purpose of this workshop is to help alleviate people's concerns about their ability to learn math and science skills and the concepts necessary to perform mid-level STEM careers. The workshop will provide examples of how we all use math and science concepts in our everyday lives so people can see how these skills become second nature when we apply them to real world situations. Examples will also be provided to demonstrate how much easier it is to learn something new when the skill is taught in the context in which it will be used, as opposed to learning an abstract theory. Finally, a discussion will take place about the benefits of being an adult learner and how all of us have changed (thank God) from who we were in High School. No one will leave the workshop believing the old axiom that "you can't teach an old dog new tricks".

Policy #: 213 **Title: National Work Readiness Credential for Adults**

Effective Date: 11/20/12

Amended Date:

Policy Description: This is part of the WIF grant. The National Work Readiness Credential (NWRC) is a valuable tool in assisting participants in developing and demonstrating work readiness and job holding skills. The One-Stop Career Center is an official NWRC testing site. NYS DOL is reimbursing for book and voucher costs for UI beneficiaries.

Reference Documents: vouchers: http://www.castleworldwide.com/nwrc
Textbooks: http://www.mysteckvaughn.com/Work/
Test Administrator's Manual
Request vouchers and/or curriculum books from DOL to:
Patrick.Pascarella@labor.ny.gov

Procedures: The NWRC is appropriate for adults who have limited work experience, a spotty job history, or are reentering the job market after a long time. It measures participants' ability to perform the following work skills:

- Listen actively
- Solve problems and make decisions
- Cooperate with others
- Resolve conflicts and negotiate
- Observe critically
- Take responsibility for learning
- Read with understanding
- Use math to solve problems

Participants deemed appropriate for the program should first be given the pre-tests:

- Reading
- Math
- Active Listening
- Situational Judgment

Those individuals who do not pass the pre-tests should be provided appropriate assignments in the Steck-Vaughn Work Skills books. After the curriculum is completed, the practice exams should be administered. Those individuals who pass the practice exams should be assigned a voucher to take the NWRC exam.

The cost of a job-seeker to become credentialed in all four required modules is $74.95. If a participant is not successful in passing any of the four sections, the re-take cost is $18 per section. **The Department of Labor is now offering all One-Stop Career Centers throughout New York State the opportunity to obtain both initial and re-take test vouchers that can be used for those UI customers interested in becoming credentialed.** These vouchers will allow the UI customer to take all four initial tests and any re-take test (if necessary), **at no cost**.

Also, the Department is making available a three-book curriculum series, **at no charge,** that can be used by NWRC candidates as an avenue for test preparation. These books provide instruction in the areas of workplace reading, workplace math, situational judgment, and active listening.

The process for requesting vouchers and/or curriculum books is quite simple. Forward your request to Patrick.Pascarella@labor.ny.gov and include the number of initial test and/or re-take test vouchers needed along with a request for the three-book curriculum series, if applicable. Each request will be reviewed on an as-needed basis with a reply notice provided shortly thereafter.

Candidates approved for testing should be provided a copy of the "Candidate Handbook" found at the following link: http://www.castleworldwide.com/nwrc/documentation/candidate_handbook.pdf.

Policy #: 214 Title: Obtaining a Copy of GED/TASC

Effective Date: 9/28/16

Amended Date:

Policy Description: Customers sometimes need to prove they have a GED or TASC diploma. They can obtain a copy from the NYS Education Department.

Reference Documents: http://www.acces.nysed.gov/

Procedures: If a customer needs a copy of his/her GED/TASC, they can fill out "Attachment H" from the NYSED website:

http://www.acces.nysed.gov/common/acces/files/hse/attachmenth.pdf

There is a fee involved ($4 for transcript only; $10 for transcript and diploma). Processing of the request is not supposed to take very long.

Policies 300 – 399 Skills Development Services

Policy #: 301 **Title: Eligibility Determination for WIOA Training Services**

Effective Date: 7/1/15

Amended Date: 10/20/15

Policy Description: Local guidelines for eligibility for training services for WIOA Adults and Dislocated Workers is based on priority of service guidelines and self-sufficiency levels as established through regulations and policy resolutions by the Workforce Investment Board of Columbia & Greene Counties. All customers seeking these services must be determined eligible prior to the receipt of services.

Reference Documents: WDB Resolutions – 102015
WIOA Section 134(b)(3)(E)
WIOA § 680.210
IHF - Application for WIOA Title IB Financial Aid
IHF – Documentation Checklist
IHF-Individual Employment Plan Sections A –J
Policy 201.4

Procedures: Unless specifically noted in the Policy Description section, it is assumed that there are not more customers seeking services than there are resources available. The procedures for determining the categories of eligibility must still be followed, but tracking who has priority is not required. Priority of Service regulations must be followed whenever there are more customers requesting services than there are resources available.

Even when priority of service guidelines are not in effect, those customers that meet those guidelines should have the appropriate documentation completed and collected. Hard copies of forms and verification sources must be maintained for all customers receiving training services.

WIOA regulations require that the following conditions must be met for training services to be approved for employed or unemployed adults and dislocated workers:

- The customer has participated in a formal or informal assessment process with Career Center staff.
- The customer is unlikely or unable to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment through career services.
- The customer is in need of training services to obtain or retain employment leading to economic self-sufficiency or wages comparable to or higher than wages from previous employment.
- The customer has the skills and qualifications to participate successfully in training services.

Training can only be approved for an occupation on the Local In-Demand Occupations List.

ITA Training can only be approved for schools on the Eligible Training Provider List.

The Columbia-Greene Workforce Development Board confirms these regulations and offers additional training eligibility guidelines based on funding streams:

For the Adult and Dislocated Worker funding stream, the customer cannot be in default on a student loan, if they are selecting a training program that is eligible to receive PELL grants.

For the Adult Funding Stream the customer should be a Columbia or Greene County Resident and their current or previous individual income is below the self-sufficiency level.

For the Dislocated Worker program, On-the-Job Training can only be approved if the business or the customer resides in the service area.

For Adults and Dislocated Workers with Associate degrees or higher, eligibility for training will be determined by a review of the applicant's degree in relation to in-demand occupations and a review of the applicant's work experience. It must be determined that the customer is unlikely to reach economic self-sufficiency without additional education.

- Must not be in default on a student loan to access an ITA for a training program that is also PELL eligible.
- For Adults, ITA's will only be approved for an individual when the mean hourly wage of the occupation being trained for will increase the individual's income by ten percent (based on the individual's pre-program hourly wage). Exceptions can be made to this policy if the results of the vocational assessment process determine that it is unlikely that the individual will be able to complete any training program or find employment in any field that will increase their income or replace their previous wage within a reasonable time frame.
- For Dislocated Workers, ITA's will only be approved for an individual when the mean hourly wage of the occupation being trained for is at least 97% of the individual's pre-laid- off wage. Exceptions can be made to this policy if the results of the vocational assessment process determine that it is unlikely that the individual will be able to complete any training program or find employment in any field that will increase their income or replace their previous wage within a reasonable time frame.
- For Dislocated Workers residing outside of Columbia or Greene County the ITA system for those individuals will follow the system from their county of residence. The maximum amount of the ITA will also be based on their county of residence, unless it is higher than the Columbia Greene amount, in which case the Columbia-Greene amount will be utilized.

The process for customers to be approved for an ITA is as follows:

- The customer meets with an Employment Advisor who will explain the "Application for WIOA Title IB Financial Aid" form. At the same time, the customer will also be provided with a "Documentation Checklist" form, which will identify the information the customer must provide in order to complete the eligibility process. This may include: proof of income, proof of dislocated worker status, proof of identity, proof of family size, proof that males over the age of 18 are registered with Selective Service if born after 12/31/59.

- The customer will then be given an appointment to bring back the completed Application form and the required documentation. The Employment Advisor will give the customer their business card, with the date and time of the appointment written on the back of the card.
- At this appointment the Employment Advisor responsible for financial aid determination will determine if the customer meets all required guidelines.
- The Employment Advisor will discuss the Application for WIA Title IB Financial Aid form and any completed career planning or testing activities with the customer to complete sections A-J of the IEP.
- If approved, the customer will then be introduced to the Employment Advisor who is assigned to provide case management activities for the training program the customer has selected. All documentation will also be given to this Employment Advisor.

Policy #: 301.1 **Title: Financial Aid Determination –TANF 200%**

Effective Date: 7/01/06

Amended Date: June 1, 2008

Policy Description: Customers with children, or customers who are under 18 years of age and are not an emancipated minor, who are seeking any intensive or training service should receive a TANF application.

Reference Documents:

Procedures: **Procedures:** Individuals requesting financial aid for training through WIA Title I must complete the following steps:

- Meet with an Employment Advisor who will explain the TANF 200% application. At the same time, the customer will also be provided with a "Documentation Checklist" form, which will identify the information the customer must provide in order to complete the eligibility process.
- The customer will then be given an appointment to bring back the completed Application form and the required documentation. The Employment Advisor will give the customer their business card, with the date and time of the appointment written on the back of the card.
- At this appointment the Employment Advisor responsible for financial aid determination will determine if the customer meets the current 200% of Poverty income guidelines and all other requirements for TANF eligibility:

Policy #: 301.3 **Title: Financial Aid Determination – Other**

Effective Date: 7/01/06

Amended Date:

Policy Description: Other funding sources may be available to customers.

Reference Documents: Training provider notification of financial aid eligibility.
EDGE application.

Procedures: Depending on customer's program. Other sources of financial aid may be available. If program is TAP or PELL eligible, customer will be referred to appropriate financial aid office for determination. If program is EDGE eligible, eligibility will be based on TANF 200% guidelines, and an application will be completed by customer and WIA staff.

Policy #: 301.4 **Title: Supportive Services**

Effective Date: 7/01/06

Amended Date:	7/01/08	2/20/09	3/09/09	10/15/19
	7/01/09	7/01/10	4/30/19	

Policy Description: Supportive services are monies reimbursed to WIOA participants involved in career or training services to offset the costs involved with participation. Clothing/Uniforms, tools/books and licensing fees are included in supportive services. The total tuition and supportive services will not exceed the maximum ITA amount.

Supportive services also include transportation and childcare assistance. If funding allows, participants with family income below 200% of the poverty level will quality for transportation and childcare assistance, the total tuition and support services will not exceed the maximum ITA level. These services are subject to available funding.

Other non WIOA grant funds may have different supportive service levels. For example, NDWG Opioid Grant participants qualify for a maximum of 20% of the ITA maximum amount. Those participants not utilizing ITA tuition funds may use support services up to the maximum ITA amount.

Regularly, supportive services spending will be monitored to ensure WIOA and other grant compliance and that the support services expenses do not exceed grant maximum levels. The WIOA Director will adjust the supportive service reimbursement rates as needed. Exceptions to supportive services can be made on a case by case basis.

Reference Documents: TA 09-3
TA 19-1
TEGL 21-16
IEP Sections A-K
IEP Section L. -Supportive Services
IHF – Job Search Expense Statement
WDB Resolution 10/15/19

Procedures:
Annually the WIOA Director will review the budget to determine the viability to offer supportive services. Referrals to WIOA partner(s) and/or local agencies should be made, when available, for each eligible participant. If a participant is working with and/or may be eligible for supportive services from another agency, staff will contact the agency on the customer’s behalf to initiate possible service provision. When serving shared participants, WIOA staff must get written participant consent prior to sharing participant information with other partner programs. WIOA staff must utilize the state-developed Release of Information form (WIOA Interagency Release of Information Form) when seeking to obtain consent to share participant information with another WIOA partner(s).

If the Career Center is awarded grants, in addition to WIOA funds, and they allow support services, staff will ensure there is no duplication of resources.

Supportive Services Includes:

Clothing & Uniforms:

Work clothing, such as uniforms or boots if required for WIOA funded training, to start a job or training can be requested.

Tools & Books:

Equipment for training or for employment such as stethoscopes, blood pressure cuffs, helmets, gloves, protective eyewear, etc. may be requested. Books not included in the tuition fee, but are required by the training institution may also be requested.

Licensing & Testing Fees

Physicals and fingerprinting fees for employment, HazMat endorsement, testing related to employment, certification fees, etc are eligible for WIOA funding. State testing, certification and/or licensing fees related to training are eligible for WIOA funds. If a participant fails to earn the credential the first time, they may request one WIOA retake if funding is available.

Transportation:

Costs are reimbursed for mileage for training activities and career services to individuals with family income below 200% of poverty. The reimbursement rate is Federal Mileage Reimbursement rate. Tolls are reimbursed when receipts are provided.

Special individual transportation situations will be arranged in the most cost-effective way and approved by the WIOA Director on a case by case basis.

If funding allows, mileage will be reimbursed for the first four weeks on the job.

The Individual Employment Plan must be completed by the customer's Employment Advisor, and a copy of that IEP supportive service section must be submitted to the Assistant Director for Accounting.

Child Care:

Child care expenses can be supported to individuals with family income below 200% of poverty. If children are with a home-based sitter situation, the provider must be registered by the Child Care Council for reimbursement. This is a free process and involves an application and an on line 5-hour class. If the provider is in the process of registration, reimbursement will be made once the application is successful, expenses can be retroactive for one month. The child care reimbursement rate is $18/day or $2.00/hr. These payments are made for class time, plus one half-hour before training begins and one half-hour after training ends to cover travel time. This information is gathered in the supportive service assessment form. Payments will begin once the Employment Advisor receives the Child Care Council registration. Payments will be sent to the child care provider. Participants electing to utilize a center based child care service must contact their Employment Advisor. A contract between our office (WIOA) and the Day Care Center will be issued. Day Care Centers usually bill us monthly and we pay them directly.

Car Repair:
If a car repair is a barrier to attending training, the trainee will be referred to Questar III, Automotive Program to see if they can possible handle the repair.

Additional Information:
Both transportation and non-Day Care Center payments are calculated based on attendance records received from the training facilities or the customer. If a day of class is missed there will be no supportive services for that day. Supportive service checks made out directly to customers/child care providers on a bi-weekly basis. They are issued every other Thursday afternoon. They can be picked up at the WIOA office or they will be mailed to participants homes (this is arranged with the Employment Advisor in advance).

OSOS guides should be used to ensure supportive services are correctly entered into the data management system, including an OSOS Comment detailing what services were provided, when, by whom, and any outcomes. For example, staff must document a referral to another agency for supportive services, staff will add an OSOS Support Service in the customer's record and note $0 funding.

Policy #: 301.5 **Title: Needs Related Payments**

Effective Date: 7/01/00
Amended Date:

Policy Description: Needs related payment(s), (NRP's), are cash payments made to eligible dislocated workers in order to enable them to continue participating in a training or education program.
Reference Documents: Workforce Investment Act Sections 663.815 through 663.840

Procedures: Receipt of NRP's will be limited by time and conditions. The eligibility to receive payments will be determined by the factors listed below: The LWIB is intent upon making this support available. However, it is the lowest priority activity within the service mix we offer to customers. Since the amount of funding set aside to make NRP's will be the last dollars budgeted, we cannot guarantee that every eligible customer will receive payments or that all that do will reach the school year cap of $750.00. Payments will be for $50.00 per week, made on a bi-weekly basis.

To qualify an individual *must*:
- Ceased to qualify for unemployment insurance payments;
- Have been accepted in training or education by the end of the 13th week of their initial unemployment compensation benefit period;
- Apply for and utilize, if eligible, TAP and PELL grants and
- Accept a student aide position if one is available, and if not eligible, conduct a job search that meets the approval of your program advisor.

Additional conditions:
- Customers who can retain $750.00 or more of PELL grant funding after meeting tuition and fee obligations will not qualify for NRP's in that semester.
- Payments will only be made during semesters/scheduled training periods in which the customer is enrolled in a full time program.
- A full time program is defined as either a non-credit or licensing program which requires a customer to attend instruction for at least 20 hours per week or a credit bearing program semester during which a customer is enrolled in no fewer than 15 credits, whenever appropriate classes are available.
- Customers, with the assistance of their Employment Advisor, must complete the NRP section of the Individual Employment Plan. This form identifies the weeks for which the payments are available. It includes an attestation paragraph that states the customer has no additional income, including UI payments for those weeks. It also states that the customer will notify the Career Center if their financial situation changes. Finally, it states that the customer agrees to reimburse the Career Center for any overpayments that are made, either through a deduction from future NRPs, or actual cash reimbursement. The customer must sign this form before payments begin.
- Employment Advisors will be responsible for determining the start and end dates for their students receiving NRPs, based on the student's school schedule and date they reach the $750.00 cap. When participants receive their NRP check on a bi-weekly basis they will be required to sign an attestation statement confirming that they had

no additional incoming during the two week period covered by the check and that they attended all required school hours.

*The LWIB has not set a policy for adults or participants who do not qualify for unemployment insurance as a result of the qualifying layoff.

Policy #: 302 **Title: Case Management Services**

Effective Date: 7/01/06

Amended Date: 10/11/06

Policy Description: Case Management services are provided for all customers receiving intensive job readiness services (such as EEP or computer literacy) and training services.

Reference Documents: IEP/IEP updates(in-house forms), OSOS, ITA form

Procedures: WIO Individual Employment Plan updates will be completed by the Employment Advisor any time there is a change in the customer's program activities or supportive service needs. Copies of these forms will be forwarded to the customer, the Assistant Director for Accounting, and to all agencies that are also serving the customer. The Employment Advisor will also be responsible for completing ITA, Book Store Vouchers and establishing contact with school providing training.

Employment Advisors will use OSOS to list all contacts made with the client, as well as post a note function in OSOS. The date of the contact, the purpose of the contact, and the outcome of the contact will be documented. Employment Advisors will describe all contacts they have had with the customer as well as attempts at contact. All services will be recorded on OSOS service module.

Employment Advisor is responsible for maintaining contact with and providing a service for a customer at least once every 90 days. Employment Advisor will be responsible for continued support upon completion of training or service including job search assistance, data entry in OSOS and referrals to other agencies.

Policy #: 302.1 **Title: Case Management Services – DSS Customers**

Effective Date: 1/20/09

Amended Date: 8/1/15

Policy Description: Case Management services are provided to DSS customers that have completed and Individual Employment Plan (IEP) and are the same as are provided for all customers receiving intensive job readiness services (such as EEP or computer literacy) and training services, except for the additional documentation that is required for TANF purposes.

Reference Documents: DSS Record of Participation (W:\Masters\CUSTOMER FORMS\enrollment related\DSS Record of Participation.doc); DSS Participant Handout 2009

Procedures:

DSS customers, whose completed Individual Employment Plan includes coming to the Career Center for Job Seeking, Skill Development, or Training Services, (other than the workshops that are listed on their IEP Sections A-D), must have their time tracked on the DSS Record of Participation form.

The number of hours spent completing job search activities and the number of hours spent completing skill development (training) activities must be tracked separately. **Note: For TANF reporting requirements, skill development and training activities are both considered training activities.**

Job search activities include time spent in the Resource Room looking for employment, preparing a resume, writing a cover letter, or filling out on-line employment applications.

Training activities includes time spent using the typing tutor or working on their Metrix Learning course of study.

Job Search or Training activities must be identified as such on the DSS Record of Participation form.

The Record of Participation form will be kept at the front desk for each DSS customer whose IEP states they will be coming to the Career Center for job search or training purposes. The customer must sign-in and sign-out each day they come to the Center, using the Record of Participation form. This form must be faxed to the appropriate county at the end of each week, and then placed in the customer's permanent file.

Employment Advisors who complete customers' Individual Employment Plans (IEP) must ensure that new weekly Records of Participation forms are created each week for all of their customers who may be coming to the Career Center the following week.

The customers will be provided a handout explaining the rules of participation, including the fact that they must sign in and sign out every time they come to the Center. The Greeter will also be double checking, trying to ensure that DSS customers complete their time sheets.

Policy #: 303 **Title: Employee Enhancement Program for Unemployed**

Effective Date: 7/01/06

Amended Date:

Policy Description: All job seekers are invited to attend the Employee Enhancement Program. All WIA customers that attend the Computer Literacy Training will also be required to attend the Employee Enhancement Program.

Reference Documents:
Employee Enhancement Program, sign up sheet Job Seekers:
W:\Masters\employee enhancement program\master EEP\sign up job seekrs EEP.doc

Employee Enhancement Program, sign up sheet, Computer Literacy enrollees:
W:\Masters\CUSTOMER FORMS\enrollment related\Schedule for Computer Class.doc

Procedures:
The Employee Enhancement Program operates bi-monthly and runs four Thursday mornings from 9:00 am – 12:00 pm. The Employee Enhancement Program coordinator will send out an email to staff with the Employee Enhancement Program Information Sheet completed as the time for each session gets closer. Staff will inform job seekers and current customers that the service is available. If a customer is interested then staff will provide the name to the EEP coordinator. Customers that request more detailed program information will also be referred to the Employee Enhancement Program coordinator.

The EEP coordinator will complete the required OSOS documentation for job seeking customers attending the Employee Enhancement Program, provided the customer is not already enrolled in a intensive or training service that already has an Employment Advisor assigned to that program, such as YES, a vocational training program or Computer Literacy. In those cases, OSOS enrollment will be completed by the Employment Advisor already responsible for the customer.

Policy #: 304 **Title: Short-term Pre-Vocational Education Services**

Effective Date: 7/01/07

Amended Date: 9/28/2007
10/18/2007

Policy Description: Short-term prevocational education services are being defined by NYS as skill development services (which is considered a training service). All services provided to customers should be considered a skill development service as long as it is transferable to a work setting.

Reference Documents: TA #07-11.1

Procedures:
According to WIA regulations and NYS policy, Short-term Prevocational Skill services include development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training.

In terms of the services that are provided by the Career Center, Short-term Prevocational Skills include:

- Presentation Skills workshops (Interviewing skills, Making the most out of job fairs, How to Create a PowerPoint Presentation, etc). **Note:** for local purposes, this will include Career Development Workshop I
- All four workshops that encompass the Employee Enhancement Program
- Any workshops related to utilizing the computer (how to use the mouse, search the internet, Keyboarding, Microsoft office programs.) **Note:** for local purposes, this will always include Career Development Workshop I and possibly Career Development Workshop II, if the workshop covers instruction on navigating the internet
- Any workshops related to reading for information, basic arithmetic, or studying for any type of pre-hire testing (obviously, the skills being taught for the test will be used on the job).

To be counted as a skill development service, the service must be recorded in OSOS as "Short-term Pre-vocational Skills to Prepare for Employment or Training" under L1- Staff Assisted Intensive Service. In addition, the name of the pre-vocational session, and its beginning and ending dates should be recorded in OSOS COMMENTS.

Policy #: 304.1 **Title: Interview Skills Workshop**

Effective Date: 7/01/06

Amended Date: 10/19/07

Policy Description: The Career Center will offer Interviewing Skills workshops twice per month. The interviewing skills workshop will focus on developing customers verbal presentation skills, which will not only help them secure employment, but will also assist them in the completion of their job duties. As such, the Interview Skills Workshop is considered a skill development activity.

Reference Documents: Workshops & Individual Services Appointment Book

Procedures:

Customers who are determined to need assistance with their verbal presentation skills will be referred to the next available workshop. These workshops are offered on the 1st and 3rd Friday mornings of the month.

Appointment letters should be provided to the customer and their planned attendance should be noted in the Workshops & Individual Services Appointment Book.

The topics covered include, but are not limited to:

- Appropriate attire and appearance
- Appropriate arrival time
- Handling introductions
- Preparing answers for typical questions in advance
- Appropriate length of answers to questions
- 30 second spiels
- How to ask appropriate questions
- How to close the meeting

Policy #: 305 **Title: ITA Training Approval**

Effective Date: 7/1/15

Amended Date: 10/20/15, 4/16/19, 10/15/19, 2/1/22, 7/1/23

Policy Description: Once financial aid eligibility for WIOA Title I has been determined, customers must still obtain approval for an Individual Training Account (ITA). Approval will be based on a completed comprehensive assessment, availability of funds, customer's projected ability to successfully complete training, the cost of the training, the provider's eligibility, and the fact that the training is for an in-demand occupation.

The WIOA ITA amount is up to $8,000 maximum, including supportive services (i.e., books, supplies, licensing fees). The maximum ITA award may differ by Adult or Dislocated Worker funding streams depending on the availability of resources. ITA levels may be adjusted with changes in funding.

Other non WIOA grant funds may have different ITA maximum levels. The Director will review funding levels annually and determine the ITA level for the upcoming program year.

TET NDWG ITA Amount $3,000

NDWG Opioid ITA Amount $8,000

Adult & Dislocated Worker ITA Amount up to $6,000

Youth ITA amount up to $6,000

ITAs can be approved for any occupation where the mean hourly wage is $2.00 above the minimum wage rate. Exceptions to the minimum wage level may be granted on a case by case basis by the Director. (Anytime there is a change in the maximum amount of an ITA, all customers actively enrolled in training that requires more than one "semester" is "grandfathered" to the most generous ITA amount, for any outstanding or future costs.) On July 10, 2012 the WIB approved a motion to allow additional expenditures above the ITA cap for customers with special circumstances, based on the Director's discretion.

Reference Documents: WIOA Section 134
WIAO § 680.300 to § 680.340
WDB Resolution 102015
Policy 301
IHF-Columbia Greene ITA Form
IHF-Important Information about Obtaining an Individual Training Account
TA 09-2.1
WDB Resolution 4/16/19, 10/15/19

Procedures:

To approve a customer for an ITA the following issues must be addressed:

- The individual has met the training eligibility requirements for WIOA Title I.
- If an individual already has an educational attainment level at, or above, an Associate Degree, then a review of the applicant's degree and previous work experience must conclude that the applicant is unlikely to reach self-sufficiency without additional education.
    - **Note:** For Adults and Dislocated Workers that possess an Associate degree or higher that is determined to still be relevant, a Mini-ITA of $1,000 may be available, if determined appropriate by staff from the Workforce Investment Office.
- The school selected by the applicant is on the New York State Eligible Training Provider list.
- The timeframe for starting and completing the training program is consistent with other policy and procedures and is reasonable based on the customer's background and needs.
- For Adult eligibility, the individual should be requesting an ITA for training in an occupation that will increase the individual's income by ten percent (based on a comparison of the individual's pre-program hourly wage to the mean hourly wage for the occupation).
- For Dislocated Worker eligibility, the individual is requesting an ITA for training in an occupation that should pay an income that is at least 97% of the individual's pre-laid-off wage.
    - **Note:** Exceptions to the wage policy can be made if the results of the vocational assessment process determine that it is unlikely that the individual will be able to complete any training program or find employment in any field that will increase their income or replace their previous wage within a reasonable time frame.
- For Dislocated Workers residing outside of Columbia or Greene County the ITA system for those individuals will follow the system from their county of residence. The maximum amount of the ITA will also be based on their county of residence, unless it is higher than the Columbia Greene amount, in which case the Columbia-Greene amount will be used.

The process for customers to be approved for an ITA is as follows:

- The Employment Advisor will discuss the Application for WIOA Title IB Financial Aid form and any completed career planning or testing activities with the customer to make sure all of the above conditions are met. The Advisor will also complete sections A-J of the IEP.

Upon approval of training:

- The customer and employment advisor will complete the ITA form. The ITA form will be signed and dated by employment advisor, customer and training provider. First page (white) is kept in customer folder, second page (yellow) is given to Associate Director of accounting, third page (pink) is given to customer and last page (goldenrod) is kept by training provider.

- The customer will then be introduced to the Employment Advisor who is assigned to provide case management activities for the training program the customer has selected. All documentation will also be given to this Employment Advisor.

- OSOS guides should be used to ensure ITA services are correctly entered into the data management system, including an OSOS Comment detailing what services were provided, when, by whom, and any outcomes.

Policy #: 306 **Title: Metrix E-Learning System**

Effective Date: 11/01/08

Amended Date: 12/1/16
9/30/09

Policy Description: Metrix Learning is an Internet-based program that offers over 6,000 learning objectives, 4,500 courses, and 1,000 skill assessments. The Metrix Learning System is an appropriate pre-vocational service for customers considering a career change, for customers that need to update their technology skills, and for customers who may want to enhance the general skills needed for their current occupation. Metrix Learning can also be a useful tool for a customer's job search, as their self-motivation to learn new skills is usually seen as a very positive attribute by potential employers.

Reference Documents: Workshops & Individual Services Appointment Book
http://nysdol.metrixlearning.com/
w: DW ECS Metrix Resume

Procedures: All customers should be issued a Metrix License and informed of the benefits of using this service.

For the purpose of this policy, the Career Center has two types of customers: Volunteers and Mandated Service Users. Mandated customers are currently comprised of all REA UI customers.

Volunteers should be issued their Metrix license by their Employment Advisor at their Initial Assessment appointment. Volunteers should be encourage to attend the next available E-Learning Computer Lab session.

Mandated customers should be required to learn about the benefits of Metrix Learning. At their Initial Assessment appointment they should be scheduled to attend the next available E-Learning Computer Lab session, using the Workshop Scheduling Book.

All customers should be informed that even though the E-Learning Computer Lab session is two hours long, the required section of the workshop will only take about one hour and is designed to show the benefits of the Metrix Learning System and to make sure the customer is comfortable in using the program.

Prior to each Computer Lab workshop, the staff responsible for that session will review each new customer's OSOS record and issue the customer a Metrix license and at least one recommendation for an appropriate Metrix course or assessment activity.

Mandated Customer's use of the Metrix Learning System needs to be tracked. Customers should be contacted within two months of the issuing of their license to discuss their progress and review how this activity can be beneficial as they continue their job search. Contact with the customer should be documented utilizing the Excel workbook listed under Reference Documents, and in OSOS. This is the responsibility of the staff managing the E-Learning Computer Lab.

Additional Important points that should be included with any discussion with customers regarding the value of Metrix Learning as a skill development tool include:

- The customer will be able to “brush-up” on tasks and skills needed for their occupation in case they haven’t used that skill in a while.
- Different employers have different procedures and tools (for example, different software programs) in completing the same type of tasks. Therefore, even though a customer may know how to complete a task in one way, they may benefit in being exposed to other methods or tools so they are more prepared for their next job. There are many employers in the Capital District region (including Columbia & Greene counties) that use this system to train their current employees. Having Metrix course certifications provides an objective measure that you actually have the skills you say you have. It should provide you with an advantage over other job seekers.
- If the customer’s occupation has any connection with customer service, Metrix learning can provide some valuable information regarding communication skills and dealing with difficult people. Again, this information (skill) will be seen as very valuable to potential employers.
- The self-motivation to learn new skills is usually seen as a very positive attribute by potential employers, and should be talked about in job interviews.
- If the customer is unfamiliar with computers, this can be a non-threatening and fun way to develop this very necessary skill.

Policy #: 307 **Title: On-the-Job Training**

Effective Date: 7/01/06

Amended Date: 1/15/08
10/10/10
10/20/15

Policy Description: On-the-Job Training opportunities will be available to customers in in-demand occupations, whenever funds are available.

Reference Documents: Policy 509

Procedures:
OJT business procedures are described in Policy 509. Participants' must also comply with all appropriate Career Services, as described in those policies. It should be specifically noted on the OJT participant's IEP the name and location of the corresponding OJT business contract.

Policy #: 309 **Title: Training Services and OSOS**

Effective Date: 10/10/10

Amended Date:

Policy Description: Customers enrolled in any training service, including: WIA ITA, TAA or Section 599 must have the same information in OSOS

Reference Documents: TA 10-18

Procedures:

Training Services

- Individual Training Account ("ITA") or "Non-ITA" services must be entered as an L2 service into the OSOS Customer module / Services window and be linked to a funding stream. For specific details, please see the http://www.labor.state.ny.us/workforcenypartners/osos/deskguideprovider.pdf Common Measures Desk Guide for Provider Module Data Entry and Maintenance, which may be found at the following website:

- The O*Net Title is a required field used to indicate the primary occupational goal related to all Workforce Investment Act (WIA), Trade Adjustment Assistance (TAA), Trade and Globalization Adjustment Assistance (TGAA), and State contract funded Adult, Dislocated Worker (DW), and Trade Act customer ITA and Non-ITA training; as well as Youth that receive training.
  - Record this O*NET Title in the Training Addl Info tab found in the Customer module Services window.
  - The NAICS is optional, but users are encouraged to complete this field when the information is available.

- Following any enrollment, the O*Net Title reflecting subsequent employment should be recorded in the Customer module / Services window / Outcomes tab.
  - The employment must first be recorded in the "Employed in Quarter after Exit" before an O*NET Title may be entered.
  - The remainder of the Employment section may then be completed.

Policy #: 310 **Title: 599 Training Approval Processes**

Effective Date: 2008

Amended Date:

Policy Description: The 599 Program provides an opportunity for eligible UI claimants who lack competitive job skills to receive UI benefits while attending an *approved* training and or retraining program. It allows claimants to collect UI benefits while in *approved* training without having to: search for work, be available for work, or accept suitable work.
599.2 allows for up to 26 weeks of additional UI benefits, after exhausting regular UI, if funding is available.

Reference Documents: http://www.labor.ny.gov/workforcenypartners/599trng.shtm

Procedures:
Approval Criteria
1. The training is needed by the claimant because:
   a). Claimant's employment opportunities limited **or**
   b). Training likely to lead to more regular long term employment **or**
   c). Training will upgrade existing skills

   And
2. At least 12 hrs/week classroom attendance or 12 credit hours of training, and
3. Training or remaining training period not more than 24 months, and
4. Competent and reliable training facility, and
5. Training relates to an occupation or skill, and
6. Training relates to an occupation or skill with reasonable employment opportunities, and
7. Claimant has the qualifications to complete training successfully

Automatic Approval under 599
- TAA approved training
- WIA approved training, provided**:**
  - The training requires attendance of at least 12 hours per week, or leads to 12 credits; and
  - The training or remaining training period does not require more than 24 months to complete.

Supporting Documents:
Official School documents that illustrate:
- For Approval
  - Training acceptance date
  - Training start and end date
  - 12 classroom hours or 12 credit hours
  - Transcript/Grades (only if already attending training)
- For Disapproval
  - training schedule illustrating days and times in class

Forms Used by One Stop Staff

- 599 Training Application -OS44
- 599 Training Recommendation (OS44R)

Forms Used by SPU Staff

- 599 Training Application- TC44
- 599 LMI Rationale (SPLMI)
- 599 Training Approval (TCC 316.1), or
- 599 Training Disapproval (TCC316.2)

Other 599 Forms:

- 599 Fax Cover Sheet
  (To transmit application and recommendation from OS to SPU)-OS44F
- 599 Pending Documents Advisory
  (To advise Claimant of 14 day deadline for submittal of required supporting documents for complete application)- OS44PD
- 599 Training Recommendation Guide
  (Instructions on how to complete OS44R) - OS44G
- 599 Training Fact Sheet
  (Important 599 Facts for UI Claimants – must be given to each claimant that submits 599 application – can also be used to provide general info to any claimant interested in training) OS441

Forms that Claimant Should Expect to Receive from SPU Following 599 Approvals:

- Periodic Review Questionnaire
  (letter sent to claimant every 4 weeks for school to provide information on student progress and attendance) - TCC612.1
- 599.2 Eligibility Questionnaire
  (mailed to claimant when 6 weeks or less remaining on UI to verify eligibility prior to 599.2) - TCC316Q
- Benefit Year End (TWO Versions)
  (advises claimant that they must file a new claim to determine entitlement to UI before additional benefits under 599.2 are paid, indicates number of weeks of additional benefits and instructions on how to certify for additional benefits)
- BYE Letter
- Termination Notice
  (used to terminate a claimant's training approval when the claimant no longer meets 599 approval criteria) - TCC 316.3

Policy #: 310.1 **Title: Processing 599 Open New UI Claim Applications**

Effective Date: 2/4/2011

Amended Date:

Policy Description: Customers who apply for 599 when they open their UI claim will receive assistance from One-Stop Center staff if the application is identified as having issues that prevent approval.

Reference Documents:
W:\Masters\CUSTOMER FORMS\599\OC Application Returned to CRU for Processing email template.docx
W:\Masters\CUSTOMER FORMS\599\FAX Transmitting OC Application to DEWS CRU.doc

Procedures:
SPU staff will be responsible for ensuring OC applications are complete, identifying all UI issues/disqualifications, reviewing and processing OC applications that would not benefit from One-Stop intervention, reviewing and forwarding OC applications that may benefit from One-Stop intervention to the appropriate DOL Manager for assignment, responding to any questions or concerns the assigned staff person may have regarding the issue(s) identified during the initial review, and forwarding the approval or disapproval recommendation to SPU for issuance of the 599 determination. They will also be responsible for getting all OC 599-related documents into the FAF system and for recording all CRU 599-related pilot activities into OSOS for accurate reporting.

Currently, OC applications that may benefit from One-Stop intervention will be scanned and forwarded to the appropriate DOL Manager using the sample email below. **NOTE**: Steps are underway to enhance the OSOS system to make it possible to attach documents, such as the OC application, to the claimant's OSOS record.

IMPORTANT NOTE:
A 20-day response due date will be assigned. If additional time is required, One-Stop staff will need to contact the DEWS 599 CRU at 518-485-9895 for an extension.

One-Stop:

One-Stop staff will be responsible for contacting the claimant to determine if the issue(s) to 599 approval can be removed, securing supporting documentation when appropriate, reporting results of the contact to the DEWS 599 Central Review Unit, and recording all OS 599-related pilot activities into the OSOS system for accurate reporting.

Staff should use the email template to report the results of the contact with the claimant. It is to be completed by the assigned One-Stop staff person and emailed back to the DEWS 599 CRU. Instructions for completing the email form follow:

Staff can choose to use the FAX form template rather than email. It is important to note, however, that if FAX is used, the transmittal form and all supporting documents/forms associated with the OC application must be FAXed to **518-485-1445 – PLEASE DO NOT FAX TO THE FAF SERVER – CRU STAFF WILL ENSURE THESE DOCUMENTS ARE STORED IN THE CLAIMANT'S UI FOLDER IN FAF.**

Instructions for Completing the Email or FAX Form:

- Check the "Issue(s) Resolved" box when all issue(s) to 599 approval have been removed. Include a brief statement summarizing the steps taken with the claimant to resolve the issue(s). Also include, when required, supporting documentation from the training provider such as, but not limited to, a revised school schedule or letter on school letterhead confirm the revised training end date or labor market information to support the claimant's regular occupation is not favorable in his local labor market or the claimant's occupational goal is favorable or very favorable in his local labor market.
- Check the "Issues to 599 Approval Not Resolved" box when the issues to approval cannot be removed and record the reason the issue(s) to approval could not be removed in OSOS comments.
- Check the "Claimant is not enrolled in or has withdrawn from the training program and does not intend to enroll in another program" box when the claimant informs the One-Stop staff person he is no longer enrolled in training and does not intend to become enrolled in the near future. When this occurs, the OC application will be dropped with no further action taken.
- Check the "Claimant is not enrolled in or is withdrawing from the training program but intends to enroll in another training program" box when the claimant agrees to change training programs from program and is taking steps to enroll in another program. When this occurs, the OC application will be dropped. When the claimant provides documentation from the training provider of acceptance into a new program, the claimant will need to follow the regular One-Stop 599 application process.
- Print and sign the FAX transmittal before FAXing it to 518-485-1445.

There will be occasion when One-Stop staff will not be able to reach the claimant by phone. Because due process requires us to make a reasonable attempt to contact claimant before a determination is issued, the following letter has been developed for this purpose. One-Stop staff should assign a 10-day response date to keep within the 20-day response date for returning the case to DEWS 599 CRU for continued processing. If the claimant does not contact the One-Stop by the due date included on the call-back letter, One-Stop staff should complete the FAX transmittal indicating "issues could not be resolved" and record "claimant did not respond to call-back request" in OSOS Comments.

OSOS Data Recording for Reporting Purposes . . .

IMPORTANT NOTE: Attention to recording all 599-related OSOS activities and comments is key to accurately measuring the pilot's outcome and to ensure accurate

599 Management reports are generated for all 599 applications (both OC and One-Stop).

The following OSOS Data Entry Chart outlining OSOS 599-related activities and comments to be recorded by DEWS 599 CRU, One-Stop and SPU staff has been revised to incorporate activities geared toward measuring the pilot's outcome.

Key Phase II pilot activities/comments to be record by One-Stop Staff include:

- 599OS – Claimant Agreed to Revise Application -- This activity is recorded when the claimant agrees to make the required changes needed to address the issue(s) identified during the review process.
- 599OS – Revised Application Submitted – This activity is recorded when the FAX transmittal indicating "issue resolved" is returned to DEWS 599 CRU.
- 599OS – Issue(s) Not Removed – This activity is recorded when the FAX transmittal indicating "issue not resolved" is returned to DEWS 599 CRU.
- 599OS – Dropped Application – This activity is recorded when the claimant does not respond to the One-Stop's contact attempt or does not provide the One-Stop staff person with the supporting documentation for the revised application.

Policies 400 – 499 Job Development

Policy #: 401 **Title: Career Resource Room**

Effective Date: 7/01/06

Amended Date: 7/17/06
1/22/07

Policy Description: Customers will have access to a fully equipped Career Resource Room and staff that can provide assistance.

Reference Documents: Policy 100
Policy 101
Policy 102
Policy 102.1
Policy 201

Procedures:
Whenever a customer walks into the Career Resource Room it is the responsibility of the Staff Member in charge to ask the customer if they need any help before they get started working, and to verbally inform the customer that they are there to help them if needed.

1. Fully Operational Resources –
   - All computers will be turned on in the morning. All the computers will display the columbiagreenworks.org website.
   - All materials will be readily available and all resources will be current and up-to-date.
     - The “Hot Jobs” board will be updated on Mondays.
     - The WD Suites Report for Columbia and Greene, and other surrounding counties will be printed out every Monday.
     - The “Help Wanted” section of the Hudson Valley Newspapers will be placed in the Resource Room every morning.
     - There will always be a supply of job seeking handouts available, including:
       - How to write a resume and sample resumes.
       - How to write cover letters and sample cover letters.
       - How to find job leads.
2. Finding Job Leads – Staff will be available to explain the various methods available to find job leads. This includes:
   - Newspapers
   - WD Suites Print-out
   - NYS Job Bank – web based
   - Job Search sites on the Columbia-Greene Workforce New York Web Page

3. Using RR office equipment – Staff will be available to show customers how to use the following equipment:
   - Computer Workstations – Give a tour of information customers can access on the workstations, including:
     - Columbia-Greene Workforce New York Web Page
     - New York State Job Bank
     - Choices Career Planning software
     - Microsoft Word
     - WinWay Resume software
     - Typing Tutorial software
   - Printer
   - Fax Machine
   - Copy Machine
   - Telephone
4. Staff will be responsible for monitoring the use of Resource Room computers. If, at any time, there is a customer waiting to use a computer, then the ½ hour rule will be implemented. Staff will confirm with the swipe card system who has been in the Room the longest, and ask that person to finish up within 5 minutes, so the person waiting can have a turn.
5. Review of Customers' Job Search Activities – If a customer remains in the Resource Room for more than ½ hour, the Staff Member will offer to review (and make suggestions for) the customer's job search activities:
   - Knowledge of how to use computer technology.
     - Ability to type
     - Understanding of Microsoft Word
     - Ability to navigate the Web.
   - List of Companies the customer has applied to (including appropriate employers that may not have posted job openings).
   - Completed or draft resume
   - Completed or draft cover letters
   - Completed or draft thank-you notes
6. Referral to Additional Services – Available resources will be discussed whenever a customer either requests assistance or it is determined through a review of the customer's job search activities that they need assistance.
7. Standard Procedures for when the Customer Leaves for the Day - Whenever a customer leaves the room for the day, the following procedures will be followed:
   - The Staff Person will ask the customer if they got everything accomplished that they wanted to accomplish. If the customer says no then the Staff Person will ask if any assistance is needed.
8. At the end of the day it is the staff person's responsibility to clean the resource room. This may mean dusting the computer equipment, as well as cleaning the tables. Appropriate cleaners are located in the kitchen area. Make sure only appropriate cleaners are used on the equipment.

Policy #: 402 **Title: Initial One-on-One Resume Critiquing**

Effective Date: 7/01/06

Amended Date: 9/09/09

Policy Description: All customers who are determined to be **Job Search Ready Services** should have their resume critiqued. This will apply even if the customer has completed a WinWay resume or if they enter the Career Center with a completed resume. The resume must have: a career objective, list of skills, complete work history section that is customized to include specific accomplishments (e.g.: # of customers served, amount of money handled, typing speed, awards received, etc.), education section (if past high school). Resume should be no longer than two pages, and should be formatted perfectly.

Reference Documents: Workshops & Individual Services Appointment Book
In-House Resume booklet

Procedures:

Customers' resumes should be quickly evaluated as part of the Initial Assessment Interview to determine the stage near completion of the resume. Based on this evaluation one of the following steps will be taken:

- The customer will be given final tips to complete their resume to meet basic standards.
- The customer will be given the In-House Resume Booklet to help them complete the resume, and an appointment will be made for the customer to attend the Resume Workshop
- Appointments will be scheduled either with the Employment Advisor that critiqued the resume or by signing the customer up for the next available Resume Development appointment in the Workshops Book, kept at the Receptionist desk.

Policy #: 403 **Title: Resume Writing Workshop**

Effective Date: 9/009/09

Amended Date: 10/10/10

Policy Description: All customers determined Job Search Ready should have an up-to-date resume, and if they don't they should be referred to the Resume Workshop.

Reference Documents: Workshops & Individual Services Appointment Book
In House Resume Book

Procedures:

This workshop is appropriate only for those customers who are determined to be Job Search Ready and are actively looking for work. This includes customers that are completing any training services and will begin looking for work upon "graduation".

Customers will learn about various types of resumes along with the requirements of a quality resume. Resume writing will begin and individual appointments will be made to finalize the resume. If they have a resume they should bring it with them.

At the end of the workshop customers will be informed that if they put together a draft resume based on what they have learned in the workshop they can they schedule an appointment with the Workshop Leader.

Policy #: 403.1 **Title: Individual Resume Writing Counseling Appointment**

Effective Date: 10/10/10

Amended Date:

Policy Description: All customers that attend the Resume workshop and complete a draft resume can make an individual appointment with the Resume Workshop leader to have a professional quality resume completed.

Reference Documents: Workshops & Individual Services Appointment Book
In House Resume Book
Policy 205

Procedures:

During the individual appointment, the Counselor or Employment Advisor will conduct an in-depth interview with the customer to ensure that all relevant skills the customer possesses are clearly and professionally articulated in the resume. The resume must have:

- a career objective that is specific enough to demonstrate that the customer does know what they want but broad enough to be relevant for closely related occupations
- a section listing skills, accomplishments, and/or qualifications related to the career goal,
- a complete work history section that is customized to include specific accomplishments (e.g.: # of customers served, amount of money handled, typing speed, etc.)
- a list of any relevant awards received
- a description of relevant volunteer experience
- an explanation computer skills (this can be incorporated into another section, or as a stand-alone section)
- an education section if the customer has anything past high school.

The resume should be no longer than two pages, and should be formatted perfectly.

The process of obtaining this information from a customer falls under the category of a comprehensive assessment, which must be recorded as such is OSOS.

Policy #: 404 **Title: Job Matching and Referral**

Effective Date: 7/01/06

Amended Date:

Policy Description: Job matching and referral must be completed for all customers who are deemed job ready. This includes new UI claimants, all other staff-assisted job seekers, and customers who are nearing completion of their training program.

Reference Documents: OSOS Training manuals/Power Point presentations.

Procedures: When doing a customer job search, there is no one set rule to follow. Depending on the Customer's skills, experience, education, drivers' license or transportation issues, any accommodations needed to perform the job, or any other barriers, a search can be done by following these steps:

1. From the Customer Screen select **Match** to begin a Customer Match of Job Orders. Before Match is clicked be sure to go to the **Objective Tab** to select the O*NET Title.
2. Select the O*NET title for the Jobs seeking. The system will automatically default to the first title if one is not highlighted.
3. When Match is clicked the Job Order Screen will appear. The customers O*NET Title will default to the one chosen from their Objective Tab. **Order Status** will also default to **Open**. Complete all information that will assist with locating Jobs for the customer, not all information is required.
4. Information from the Customer Detail Screen will default, complete all other information that pertains to the customers needs in finding a Job. Keep in mind the more information entered the smaller the search. When entering Starting Pay or any other information this information must appear in the Job Order to be matched.
5. **List Search** will require a Lookup of lists that have been created and the Job Orders that were assigned. Refer to the Job Order entry for more information on the List Search.
6. When all information is entered click on Search.
7. When the search results are returned all can be viewed or only a select choice. To view all click on **Select All** from the bottom tabs. To select a choice highlight the first, hold down the Alt key and click on all others. From here a list of all the job orders can be printed by clicking on the **Print List**. If the search results are not acceptable click on **clear** and enter information again. To change the O*Net title click on the **O*NET Titles** tab or go back to the Customer Detail to choose another title.
8. After all have been selected for review click on **Detail.**
9. Click **Detail** to bring up all the Job Orders that were selected. The upper top right shows the number that were selected and the Job number in order of selection.

Each order should be reviewed to be sure the customer is a match for the Job Order. Clicking **Next** will proceed to the next Job Order, **Back** will go to the previous Job Order.

10. When the **Tag** button is clicked the button will change to **UnTag.** If it is determined as the Job Orders are reviewed that one of the orders tagged is not a good match click the **UnTag** and it will revert back to **Tag**. When all Job Orders are reviewed and tagged click on **Return to Search.**
11. Return to Search will come back to the Job Order Search screen, all Job Orders that were Tagged will be highlighted. From this point the options are to either **Match** or **Refer** the customer to these orders. Which ever option is chosen that activity will appear in the Customers Activity screen.
12. By selecting the **Match** button a message will appear in the upper right hand corner noting the customer match is complete.
13. All four Job Orders that were tagged now appear in the Customers Activity
14. To begin a Job Order Match start with the Job Order and click on the Match button
15. Clicking the **Match** button will bring up the Customer Search screen. The **Quick Search** tab will only be used if the Social Security or Customer ID numbers are know to be entered.
16. **General Info** allows a search by the Customers office location and the time frame they were entered into the system.
17. **Education** will default from the information on the Job Order. If the employer states experience may be used in place of education the option is available to change.
18. **Job Criteria** has information that defaulted from the Job Order. This information can be changed if needed.
19. **Text Search** will default the License, Training and Job Description. Keywords can be entered to define the search. When entering **Keywords** they must appear in the Customer Record. Choosing **any** means some or **all** the keywords must appear. By selecting all then they must **ALL** be in the selection chosen. Once any or all is chosen it can not be changed and would require exiting the customer record and starting all over.
20. **Geographic**, up to 5 offices, counties or zip codes can be used to define the search.
21. **Skills** allows a search by testing the customer has completed.
22. **Programs** will allow a search by the the Veterans status, Unemployment Status and any Public Assistance the customer is receiving. Click on the drop down arrows to select the options.
23. **List Search** is to choose a list that customers have been assigned to. This is helpful if a list has been kept for a prospective employer.
24. When all information has been entered click on the Search button.
25. The search results will appear, showing the number of customers found in the upper right hand corner. The option now is to review all customers by clicking **"Select All"**

or highlighting a customer then holding down the **Alt key** to select customers. Once the customers are selected click on **Detail** to review.

26. **Detail** will bring up the number of customers that were selected. Each customer is reviewed to be sure they are a good match for the employers needs. Once the customer is deemed suitable click the **Tag** button is selected. Click **next** to continue the review of all customers.
27. The **Tag** button will change to **Un-Tag** when the customer is selected as a match. If any customer is determined not to be a good match after being Tagged click on the **Un-Tag**, this will change the button back to Tag and de-select the customer. The **Back** button can be used to go back to a customer for a better review.
28. After all customers have been reviewed and tagged click **Return to Search**
29. The search will now have the tagged customers highlighted. Click the **Match** button, a message will appear in the upper right to show the matches have been posted.
30. The matches appear on the "**Matches"** tab of the Job Order.
31. The next step will be correspondence, refer to the Correspondence training.

Policy #: 405 **Title: Labor Market (Workforce) Information**

Effective Date: 7/01/06

Amended date:

Policy Description: All interested jobseekers and business customers are to be provided with economic data as outlined below.

Reference Documents: www.columbiagreeneworks.org

http://www.labor.state.ny.us

Labor Market Information fact sheet

www.labor.state.ny.us/formsdocs/does/P443_LMI.pdf#page=1

Procedures: Local information can be obtained through the Columbia-Greene website. Our website also provides links to other websites, including NYS DOL. Economic data is available on topics such as Local Labor Supply, Wage Rates (including prevailing wage information for Unemployment Insurance purposes and public work projects); long term occupational projections on demand jobs; local and regional area earnings; commutation patterns, population characteristics; and EEO/Affirmative Action (census) data.

Labor Market Analysts are available for further clarification of data information. They are also available for presentations and are often utilized by economic development agencies on specific local and regional development projects. Their contact information can be found on their website.

Policy #: 406 **Title: Job Seeker Case Management –Non UI**

Effective Date: 1/29/07

Amended date: 9/14/07

10/20/10

Policy Description: All customers enrolled in only core services will continue to receive job search assistance, through a case management team process, until they are employed or are enrolled in an intensive or training service. If the customer ultimately enrolls in an intensive or training service that has an assigned Employment Advisor, then the case management responsibility will transfer to the new Advisor.

Reference Documents: Common Measures TEGL

Procedures: Employment Advisors who conduct Initial Assessments of new customers will be responsible for insuring that those customers continue to receive services on a regularly scheduled basis (at least one service every ten weeks).

Microsoft Outlook and OSOS will be the tools used to ensure customers receive services within the ten week time frame. Employment Advisors should take the following steps:

- Initial Assessment is completed and results are entered into OSOS.
- The customer's name and/or OSOS ID number is added to the "Tasks" component of Microsoft Outlook and given a due date four weeks later than the initial assessment date. **Note:** The Employment Advisor can choose to use Outlook calendar to record this information if they prefer. In this case, an "appointment" date and time will be scheduled for the customer four weeks after the initial assessment date.
- In four weeks Microsoft Outlook will provide an automatic reminder that this customer needs an additional service.
- The Employment Advisor will then check the customer's OSOS record to review the services that have been provided within the last month. Based on the results of that review, one of the following steps will be taken:
    - If the customer has received an additional core service or activity beyond the initial assessment then no action with the customer needs to be taken. However, the Microsoft Outlook Task due

date needs to be updated (changed) to a date that is four weeks past the last OSOS recorded activity or service.

  - If the customer has enrolled in a training program or intensive service that includes case management from an Employment Advisor then no action needs to be taken. The customer's name can be removed from the Microsoft Outlook Task or Calendar component. The customer is now another Employment Advisor's responsibility.
  - If the customer has not received an additional service or activity beyond the initial assessment then the customer's employment status must be determined. This can be accomplished by either calling the customer or checking to see if the customer is still receiving benefits (if the customer is a UI claimant).
  - If it is determined the customer is still unemployed then an additional service or activity must be provided. This service can be as simple as providing job leads either by phone or mail, or providing information about upcoming Job Fairs. Preferred services would include attendance at a workshop (Career Development Workshops I or II, Resume Development or Interviewing skills). **Note:** Simple referral to a workshop is not considered a service or activity. The customer must attend the workshop for it to count as an activity.
  - Once the service has been provided and recorded in OSOS then the next contact date must be updated in Microsoft Outlook. A reminder should be scheduled for four weeks from the service/activity date that is recorded in OSOS.

- The above process must be followed until the customer is no longer the Case Manager's responsibility.

Policy #: 407 Title: OSOS Rules for Job Seeker Management of UI Claimants

Effective Date: 0415/08

Policy Description: Customers receiving Unemployment Insurance are required to seek new employment. Job seeker case management services must continue to be provided until the customer has found new employment or is no longer receiving UI benefits.

Reference Documents: UI Reemployment Plan 2006
Common Measures TEGL

Procedures: Customers receiving Unemployment Insurance are to be provided with the same services that are outlined in Policy #406. Special care must be taken when documenting these services in OSOS.

If you provide job leads to a UI customer by speaking to them on the phone or sending them information in the mail you must document this activity in OSOS.

If a Customer starts a part time job and is still collecting partial UI, the customer still needs to be provided with job search assistance at least until they are no longer certifying for UI benefits.

If a Customer states that they have started a new job, the Employment Advisor must follow up in 4 weeks by checking to see if the customer is still listed on OSOS in the UI Claimant box as “Seek (Subject to Work Search)”. If OSOS still identifies the customer as subject to work search, then the customer’s REOS record must be reviewed. If the “Last Cert Date” on the General Customer Information screen is within the last week then the customer still needs to be provided a service. The service must be identified as an activity in OSOS.

If a customer is about to accidently “exit out” of OSOS, the system will provide a message when the Employment Advisor attempts to enter a new activity. The message will state “This will cause a gap from the last activity”. This will require the Employment Advisor to back date the Activity to prevent this from accident from occurring.

When a customer reaches the time that they are no longer certifying for UI, the Employment Advisor must call the customer or send a follow up letter providing additional job leads and requesting the customer to notify the Employment Advisor as to the status of their job search. An OSOS activity must be taken to identify this action.

If, within four weeks, the customer does not request additional assistance then it should be noted in the Comments Section of OSOS and the customer should be identified as inactive in the OSOS Job Seeker box.

It must be remembered that an Employment Advisor can only inactivate a Customer in the Job Seeker box if they are listed as “None” (not claiming UI) or “Exhausted” in the UI Claimant box at the bottom of the General Info Screen. If the Employment Advisor determines that the customer should no longer be receiving services then the phrase “NO ACTIVITY” should be entered in the Employment Objective box, followed by a phrase that explains why this decision has been made.

If a Customer exits out and then reopens their UI claim then the Employment Advisor needs to remove the 90 day exit date prior to providing a new activity. If this is not corrected then the customer will be entered as a new enrollment and the local area will be charged with a “soft exit”.

To remove the 90 day exit, follow the steps as they are outlined below:

- click on “Enrollment Tab” at the top of the page
- click on “Common Measure” at the bottom of the page
- click on “Exit Reason” and scroll up and click on a blank space
- click on “save”
- click on the “Customer Detail” tab at the bottom of the page, which will bring you back to the Customers screen.

The Employment Advisor must then provide the customer with an activity within 90 days of the last activity given. This is accomplished by clicking on the “Activity” tab at the bottom of the page, back dating the date in the Activity Date, and giving a Job Search Planning activity. All activities can then be entered until the customer’s record is up-to-date.

Policy #: 407.1 Title: Mandatory Services for UI Claimants

Effective Date: 10/10/10

Policy Description: Customers receiving Unemployment Insurance for more than 10 weeks, and have not been actively utilizing Career Center services, are required to participate in appropriate mandatory services.

Reference Documents: UI Reemployment Plan 2006
Common Measures TEGL
Policy 714

Procedures:

Employment Advisors receive "Exit Lists" for customers who haven't had a service for a timeframe between 70 and 80 days. At that time Employment Advisors should review the customer's initial assessment classification, employment and educational background, and the services the customer has already received.

For Career Development Services (CDS) Customers:

- CDS customers that are in training should not show up on an exit list, therefore these procedures are for customers who have not yet established a reasonable career goal. The goal for Career Development Services (CDS) is to make the customer Job Search Ready (JSRS). The Employment Advisor or Career Counselor should make sure that services continue to be scheduled until the customer can be classified as Job Search Ready by deciding on a reasonable job finding goal). Services that have not yet been accessed that will make the customer Job Search Ready include:
    - Attending Career Development Workshop II
    - Scheduling an individual appointment with the Employment Counselor to conduct a comprehensive assessment
    - Scheduling any service listed in an IEP that has not been completed.

Note: Once a customer has completed training or developed a reasonable job goal, they should be referred to Job Search Ready Services, and the change should be noted in OSOS.

For Job Search Ready Services (JSRS) Customers:

- The Employment Advisor should schedule the customer for an appropriate workshop that the customer has not already attended. (**Note:** Employment Advisors and Counselors get to determine the definition of what "appropriate" means, but basically we only want customers to attend a workshop where they will actually learn something they do not know that will assist them in their job search.) The workshop chosen can follow the guidelines below outlined below:

  - Career Development I – This should be the first choice if they haven't attended any workshops and REOS shows that they have less than 90 "Effective Days Used".
  - Job Search Tools – This should be the first choice if REOS shows that they have more than 90 "Effective Days Used".
  - Resume – This should be the second choice if they do not have an acceptable resume.
  - Interviewing Skills – This is an appropriate choice if they have attended Career Development I and have an acceptable resume.
  - Advanced Job Search – This is appropriate for customers that have quality computer skills. The session will demonstrate various on-line Social Networking sites, portfolios and visual CVs.
- If the customer has attended all appropriate workshops and the Employment Advisor determines that the customer is conducting an appropriate job search, then a job match should be performed and a telephone counseling interview should be conducted.
- If the customer has attended all appropriate workshops and the Employment Advisor questions if the customer is conducting an appropriate job search, then the customer should be scheduled for an in-person individual appointment.
  - At this individual appointment the customer should be told to bring a list of the places they have applied for jobs and a discussion should take place to determine what issues are keeping the customer from being hired. Things to consider include:
    1. Lack of computer / internet skills
    2. Too narrow a job search in terms of pay, location, job duties
    3. Need for Career Development Services

Once a decision has been made as to which service is the most appropriate for the customer, a self-service/information only activity must be taken in OSOS and a comment must be added saying that the customer was advised about the specific workshop they are being scheduled to attend.

See Policy 714 for the process for scheduling these mandatory appointments.

If the customer does not attend the scheduled service and receives a 2nd Failure to Report (FTR) and their UI is put on hold, they will be told to report to the Career Center ASAP. That customer should be seen by their Employment Advisor and a review of their job search efforts should be completed prior to the UI hold being lifted. The Employment Advisor can use their discretion in determining if the customer should be required to attend the workshop in which they were initially assigned.

Policy #: 408 **Title: Job Seeker Case Management & SMART 2010**

Effective Date: 12/4/09
Amended date: 10/1/10

Policy Description: All participants classified as Job Search Ready (JSRS) are required to be registered for SMART 2010, and the benefit they are receiving from the service must be monitored during their enrollment.

Reference Documents: Policy 201.3
The SMART Reference Guide
SMART FAQs

http://www.labor.state.ny.us/workforcenypartners/wfnyp_index.shtm

Procedures:
First, if a customer is not registered in SMART 2010 at the time of their initial assessment, then the customer must be registered at the time of follow-up. Procedures outlined in Policy 201.3 must be followed.

Once a customer is registered in SMART 2010, Status Reports will be sent to the enrolling Program Advisor on a weekly basis. The Career Center Director will receive monthly reports.

Looking at your Weekly Staff Report

1. Your weekly counselor report only has the customers who received matches that week. We are working to see if we can change this.
2. If you are unable to find the Job Order in OSOS, this indicates that the Job Order has been closed. We are working on keeping the Job Orders updated so that SMART 2010 can match to the most up to date Job Postings in the Job Exchange.
   - Your customer may check his or her email sporadically, and therefore may have a match email with old job order links. Please explain to your customers the importance of checking email regularly, especially for this program.

Understanding Match Emails

1. The Customer gets matches that are scored on a five star rating (the Counselor's Weekly Report gives that five star rating as a number). The scores range from 0 to 1000, with a five star rating being 800 and above.
2. Match scores and Match Star Ratings may fluctuate from week to week. This is understandable, as SMART 2010 provides these match scores based on the job postings it is matching to. The score does not rate the resume. Therefore, on one week, the job postings may be really good matches for the individual, whereas the next week the job matches may not be as high scoring. This is ok.

3. SMART 2010 does *not* match by key word, and therefore will *not* match based on a customer's stated objective, and SMART 2010 will not rule out a position because of the "minimum qualifications" an employer posts.
4. It may be that after the initial email, the number of matches drops down. This is understandable, as SMART 2010 provides an initial match email based on all the jobs in the Job Exchange. After that, it matches as new jobs are added. The number of additional matches, after the first match, will depend on the newly add job postings and their relevance to the customer's experience and transferable skills.
5. SMART 2010 matches based on distance from the One Stop Center. The system basically places a "dot" at the One Stop, and draws a straight 60 mile line out in all directions. It does not match based on miles it would take to drive to a location.

Resumes submitted to SMART 2010

1. While SMART 2010 works best with a Master Resume that contains Contextual Statements (please see Archived Webinars), it would not be in the customer's best interest to be discouraged from sending in a regular Tailored Resume. If, because of volume issues, you do not have the time to sit in the One Stop and create a Master Resume with the customer, it may be best to describe a Master Resume to the customer and ask that he or she create one and send it in to you. Sending in a Tailored Resume is preferable to not sending in a resume at all.

Additional Notes

1. If a customer is getting phone calls about job leads, or emails asking for money for job leads, this is not SMART 2010 and the customer should know that this is not related to DOL.
2. Customer Palm Cards are set to be distributed sometime during the week of December 7, 2009. These marketing materials will be helpful in explaining how SMART 2010 works and how it can help customer's in their job search.

Unsubscribe from SMART 2010 Resume Service

CONGRATULATIONS! Your customer has obtained employment and no longer needs the SMART 2010 resume service. To eliminate pesky job matching emails you must send an email to SMART 2010.

To: {insert Center Assigned email address}

The subject line must read: UNSUBSCRIBE:{insert your customer's email address}

At any point during the process you encounter any difficulty email: labor.sm.dews.performance@labor.state.ny.us to contact a representative from NYSDOL.

Policy #: 409 Title: Engaging Long-Term Unemployed in NEG-OJT

Effective Date: 9/1/10
Amended date:

Policy Description: All active participants that have been receiving Unemployment Insurance for more than 26 weeks need to participate in required activities. One method of reengagement is an individual appointment.

Reference Documents:

Procedures:
<u>Scheduling</u>
An Appointment Schedule worksheet was developed to get the list of people appropriate for this meeting. People are called in based on their Benefit Year End Date (BYE) starting with those people with the oldest BYE Date. The following search should be used to duplicate the Appointment Schedule list:

Check their status on REOS and OSOS to make sure they are still active and appropriate - add additional names until you get 23 per week

REOS SEARCH FACTORS

Field	TAB (Page) to Find the Field	Data to Put in the Field
Reporting Office	Advanced Options	N/A
BYE Date	Advanced Options	N/A
Last Cert Date	Advanced Options	N/A
LWIA	Advanced Options	N/A
Customer ID	Auto	N/A
Last Name	Auto	N/A
First Name	Auto	N/A
OSOS Job Seeker Status	Customer Characteristics	Active
OSOS Record Status	Customer Characteristics	Active
Vet Status	Customer Characteristics	no
Temp Lay Off	Customer Characteristics	no
Union	Customer Characteristics	no
Shared Work Status	Customer Characteristics	no
Work Search Status	Customer Characteristics	yes
599 Status	Customer Characteristics	no
County	Geographic	Columbia&Greene
REOS Record Status	Quick Search	Active Extended

Give list of NY numbers to the ASR, who will send out the letters.

Rescheduling
On Thursday morning of each week give list of names and NY numbers of the people who did not attend their appointment.
ASR will send out reschedule letters for up to 11 people for a meeting in 2 weeks

Note: In terms of Failure to Report (FTR) status, missing the first meeting will not will not constitute a second FTR, if the first FTR was more than 16 weeks prior. However, missing both the Initial and Rescheduled NEG-OJT will be considered 2 failures to report, and their UI benefits should be put on hold until they appear.

Prior to Meeting
- Review OSOS record to determine:
  - Career Goal
  - SMART status
  - Previous Workshop Attendance
- Review Job Zone and Print Out:
  - Job Description for Main Career Goal
  - Related Occupations
  - If necessary, change OSOS status to DW
  - Review Correct JSRS/CDS status

Meeting - (appointment should last no more than 30 minutes)
- Describe On-the-Job Training Program and reason for meeting
- Update OSOS Record for SMART Resume
  - Skills and Abilities - Use Job Zone job description as starting point
  - Honors and Activities
  - Education
  - Certificates
  - Relevant Experience (list last 3 jobs)
- Register Customer for SMART
- Create Re-employment Plan
  - List jobs they are required to look for
  - Sign them up for appropriate workshops if they haven't attended already (Resume, Career Development 1)
  - Sign them up for Job Search Tools Workshop

Policy #: 410 Title: Customer Engagement – 3 Appointments

Effective Date: 1/1/14
Amended date:

Policy Description: All active UI Claimants must conduct an active job search, including meeting with an Employment Advisor at least 3 times during the original UI claim of 26 weeks. The Initial Assessment appointment counts as the first meeting.

Reference Documents: UI Reform: Work Search Desk Reference: (can only be obtained on the dolintranet: http://sdolintranet:81/ui/reform)

Procedures: After the Initial Assessment appointment, UI customers must meet with an Employment Advisor at the 6th and 16th week after their Initial Assessment to review their work search activities.
Work search activities may include, but are not limited to:

1. Visiting a local Career Center and:
    - Meeting with Career Center advisors;
    - Getting information from Career Center staff about jobs that may be available in a particular industry or region (obtaining job market information);
    - Working with Career Center staff to assess your skills and match them to possible occupations and jobs (skills assessments for occupation matching);
    - Participating in instructional workshops; and
    - Getting job referrals and job matches from the Career Center and following up with employers.
2. Visiting a job site and completing a job application in person with employers who may be reasonably expected to have openings.
3. Submitting a job application and/or resume in response to a public notice or want ad or to employers who may reasonably be expected to have openings.
4. Attending job search seminars, scheduled career networking meetings, job fairs, or employment-related workshops that offer instruction to improve job-hunting skills.
5. Interviewing with possible employers.
6. Applying for employment with former employer(s).
7. Registering with and checking in with private employment agencies, placement services, unions, and placement offices of schools, colleges or universities, and/or professional organizations.
8. Using the telephone, business directories, internet, or online job-matching systems to search for jobs, get leads, request referrals, or make appointments for job interviews.
9. Applying and/or registering for and taking Civil Service Examination(s) for government job openings.

Policies 500 – 599 Business Services

Policy #: 501 **Title: New York State Job Bank/Job Central**

Effective Date: 7/01/07

Amended Date: Prior to 2011

Policy Description: Job Central (http://www.jobcentral.org/ny/) is the successor site to America's Job Exchange. AJE is a no-cost nationwide job posting site where employers can post job vacancies and jobseekers can post their resumes and credentials.

Reference Documents:

Procedures: Both business and job seeking customers may be referred to Job Central

Businesses:

- are required to register with the site, choosing a logon and a password.
- It take approximately 3 days for the business to be approved for access, after which time they can post jobs, search resume's, etc.
- the NYS Dept of Labor will conduct computer matching services, at no cost, to determine whether their database contains any qualified jobseekers for any specific job that is posted by an employer
- if any qualified jobseekers are discovered, letters of referral will be generated to that jobseeker, notifying them of the job opening and requesting that they apply
- Employers, and/or their agents, may not charge a fee to provide jobseekers with access to a job referral.
-

Jobseekers

- can utilize the site's search function without having to register.
- jobseekers WILL be required to register before they are allowed to post their resume' on the site.
- Information posted on Job Central may be shared with workforce agencies in the state of residence.
- Information will NOT be sold or released to third party vendors or operators of mailing lists without your express consent to do so.
- Jobseekers should report (to Job Cental) any attempt by an employer or his designee to charge a fee for job referrals.

Policy #: 501.1 **Title: NYS Talent Bank-ND**

Effective Date: 7/01/06
Amended Date:

Policy Description:

Reference Documents:

Procedures:

Policy #: 502 **Title: Job Applicant Skill Assessment & Screening-ND**

Effective Date: 7/01/06

Amended Date:

Policy Description:

Reference Documents:

Procedures:

Policy #: 503 **Title: On-Site Employer Recruitment**

Effective Date: 2/3/03

Amended Date: 7/1/06
12/19/11

Policy Description: Employers should be encouraged to conduct on-site employee recruitment activities as a free service.

Reference Documents:
Self Service Registration Form

Procedures:
The following steps should be taken when an employer requests on-site interview space.

1. The following information should be obtained from the employer:
   - The date of the event along with alternative dates to secure the appropriate space
   - The start time and end time for the event
   - The major job title(s) for which the employer will be recruiting, request information to make a flyer or have the employer provide a flyer to announce the visit and the details on the positions.
   - Ask if the positions are now listed on Job Central, if not provide the link and/or the Fast Fax Form.
   - The preference for private interview space or a public spot with a lot of college student traffic (the space outside of the gym and across from the student cafeteria.) If private space is requested recommend the company advertises the event.
   - The preference for on-site advertising (among college students and job seekers), offered free of charge.
   - The name of a contact person, a phone number, and email address

2. Notify the employer that all job seekers must complete the Self Service Registration form. The forms must be turned in to the Center staff upon their departure.

3. To reserve a classroom for private interviews – contact Guy Apicella, ext 3344.

4. To arrange for the space outside of the gym – contact Guy Apicella, ext 33442. Also contact maintenance and request a table and chairs be set up in the Student Center area.

5. To advertise the Employer visit the following steps should be taken:

- A one-paragraph article should be developed for distribution. The article should state the following facts: Name of Employer, Job Titles being recruited, date and time of visit, and location of visit.
- A copy of the article should be emailed to the following:
  1) The CGCC Career Placement Counselor should be notified. Ext 3326.
  2) All Career Center Staff, both DOES and WIO should be notified.
  3) Printed flyers should be available in the Career Resource Room.
- If there is time, a job match and refer should be performed

6. All information should be confirmed with the Employer prior to the event.

7. On the day of the recruitment the business representative should report to Center staff and obtain the Self Service Registration Forms and be directed to the appropriate room.

8. At the end of the event an exit interview should be conducted with the employer to evaluate success.

Policy #: 504 **Title: Columbia-Greene Job Fairs**

Effective Date: 7/01/06

Amended Date:

Policy Description: The Career Center provides two low cost Job Fairs in the Spring and Fall for local business and community agencies.

Reference Documents:

Procedures:

Job Fair Set Up Procedures:

a) Research and confirm the dates of any regional Job Fairs
b) Review the CGCC gymnasium schedule and request the least disruptive day of the week. Note, set up time must be considered, usually the afternoon and evening before the gym must be scheduled out. (Also check the nursing schedule, if the Job Fair date can be set up on a non-clinical date, that would be preferred.) The Staff Café must be available on the targeted days, this is reserved for the employer's lunch.
    i) Double check the credit and non credit classes with Guy Apicella,
    ii) Contact the professors (credit and non) and get approval
    iii) Contact the Director of Athletics to review the sports schedule and practices and get approval.
    iv) Contact the Dean of Academics for final approval. Identify the date and explain the approvals that have been arranged.
c) Once all approvals have been made schedule the gym, the area in front of the Student Center and the Staff Café. Request from Student Services that students do not work at their desk the day of the event.
d) Contact Maintenance and request the gym floor be put down the day before the event. Inform Maintenance on the hours and dates and complete the Request Form.
e) Request the Dean of Administration the approval to block off at least 60 spots for employers in the back parking lot, include in the Request Form.
f) Request Maintenance to put up the banners on end road entrance two weeks prior to the event.
g) Request Maintenance to put up signs on the roadways the day of the event.
h) Request Security for additional staff. Recruit agency staff to assist with employer parking.
i) Price and estimate amount of food with Chartwells, confirm the number of attendees one week before the event. If tablecloths are needed request them from Chartwells.
j) Contact an event company to get pricing, booth set up, draping and signs.

k) Review the Job Fair account, budget, request funding from NYSDOL, Senator Saland Employee Educational Grant and business and newspaper sponsorship. Calculate Job Fair employer fee.
l) Two months prior to the event send out Job Fair registration to employers.
m) Place ads on the various cable channels and radio Public Service Announcements.
n) Contact newspapers and place ads.
o) Design Job Fair flyer, copy, email and request that it be posted around the counties and on DOL website.
p) Track registration forms, payments and job listings. Forward all registration fees and/or credit card information to WIA accountant.
q) Make job seekers forms, including job listings, map and related information.
r) Design layout, noting electrical needs.
s) Compile employer folders with workforce information, employer survey and lunch coupons.
t) Contact the events coordinator and provide employer names for signs.
u) Set up day, be sure the electric plugs are installed prior to set up.
v) Day of the Job Fair: post signs at all entrances with arrows directing customers, verify employer booths, pass out employer folders, have parking attendants in the employer section, post a sign on the Staff Café, use swipe machine for card holding customers, greet, direct and sign in employers and job seekers. Obtain employer customer feedback.

Policy #: 505 **Title: Employee Tax Credits**

Effective Date: 7/01/06
Amended date:

Policy Description: For-profit employers are encouraged to utilize wage tax credits as a means of reducing the cost of doing business in New York State.

Reference Documents:
IRS 8850 (http://www.irs.gov/pub/irs-pdf/f8850.pdf)
ETA 9061 (http://www.edd.ca.gov/eta9061.pdf)
ES 450A - Empire Zone Wage tax credit application
ETA 9062 – (http://www.doleta.gov/OMBCN/WOTC/NewETA-9062Final%205-11- 513-051Rev6-24.doc) – Conditional Certification
IRS 5884 – (http://www.irs.gov/pub/irs-pdf/f5884.pdf)
IRS 8861-(http://www.irs.gov/pub/irs-pdf/f8861.pdf)
CT-41(http://www.tax.state.ny.us/pdf/2004/corp/ct41_2004.pdf)

Procedures:
1 – The following information should be provided to the employer

- Information and forms relating to **NYS** applicable wage tax credits:
  A - WETC (CT 41)
  B - Empire Zone targeted Wage Tax credit (ES 450A), if applicable

- Information and forms relating to **Federa**l wage tax credits:
  A – WOTC (IRS 8850, ETA 9061 or ETA 9062)
  B – WtW - (IRS 5884 – yr 1 or IRS 8861 – yr 2)

2 - Information:
WETC: Workers with Disabilities Employment Tax Credit. For persons receiving Vocational Rehabilitation Services from VESID or CBVH or are WOTC eligible under NYS Voc Rehab plan. Only to be taken in second year of employment. Up to $2,100.

WOTC: 8 targeted groups: TANF, Qualififed food Stamp recipient, Voc Rehab; Ticket to Work, SSI, High Risk Youth, Qualified Veterans, Ex-Felons, High Risk Summer Youth. Full or partial employment applies. Up to $2,400 per year per employee. ***Form 8850 must be completed and submitted to EDSU within 21 calendar days of hire***.

WtW: TANF recipients receiving benefits for 18 consecutive monthsPrior to hire date. Combines with WOTC. Up to $5,000 in year two.

Empire Zone Wage Tax Credit: For EZ eligible businesses only. $1500 per employee for up to 5 years. Targeted credit requires 450A form and will increase credit to a total of $3,000 per employee for up to five years.

*Other credits available depending upon location: Renewal Community Employment Tax Credit; Empowerment Zone Employment Tax Credit

Policy #: 506 **Title: Quarterly Business E Newsletter**

Effective Date: 7/01/06

Amended Date:

Policy Description: On a quarterly basis (1/1, 4/1, 7/1 & 10/1) provide businesses and agencies with an email business newsletter.

Reference Documents:

Procedures:
Compile relevant, local business information from chambers, economic development, NYSDOL, NYSDOL Safety Program, CGCC and the Career Center into an email newsletter. The newsletter contains information on grant opportunities, available trainings, networking and events.

On an as needed basis, when time sensitive information is pertinent, emails can also be sent utilizing the email lists.

Maintain email lists for the Business Newsletter, updating at every opportunity.

Policy #: 507 **Title: HR Roundtable**

Effective Date: 7/01/06

Amended Date:

Policy Description: The Career Center coordinates the Columbia Greene HR Roundtable.

Reference Documents:

Procedures: Utilizing an established HR email list coordinate the meetings, discussion topics and group projects. The HR Roundtable meets bi-monthly, opposite the JSEC meetings, with no meetings scheduled over the summer. The group is primarily for networking purposes and guest speakers are the exception. Meeting rooms must be arranged through Guy Apicella, ext 3344. The meetings are scheduled for Wednesday morning at 7:30am – 9:00.

To facilitate discussion on an as needed basis emails will be send out for discussion topics, complied, and resent to the group to prioritize.

The HR email list is also used as a questions and answers tool for the members. All responses are sent to all members so everyone gets the benefit from the group's knowledge.

Policy #: 508 **Title: Customized Training**

Effective Date: 4/12/17

Amended Date:

Reference Documents:
WIOA 20CFR 680.760; WIOA 20CFR 680.770; WIOA 20CFR 680.710c; WIOA Law section 3 (14); Policy 104

Policy Description: Customized Training is training that is designed to meet the special requirements of an employer or group of employers. It is conducted either with a commitment to employ trainees upon successful completion of the training or to upgrade the skills of current employees to deal with the introduction of new technologies, production or services procedures, or to upgrade the trainees to new jobs that require additional skills, workplace literacy, or other appropriate purposes that must be identified by the CG WDB. Currently, no other appropriate purposes have been identified.

Procedures:

Regulations state that the employer pays a significant portion of the cost of training. Under WIA, the CG WIB required a 50% match.

The WDB can set the match amount based on the following factors:
- the size of the employer,
- the number of employees participating in training,
- the wage and benefit levels of the employees being trained (at present and anticipated upon completion of the training),
- the relation of the training to the competitiveness of the participant(s),
- the other types of employer provided training,
- the advancement opportunities for the employees that complete the training.

State WIOA funds should be used when the company has locations statewide, nationwide, and/or internationally. It is then the Governor's responsibility to set the match requirement and to use State WIOA funds for the training.

Customized training can only be offered to someone who is already employed by the company, if the employee is not earning the Columbia-Greene WDB's locally determined self-sufficiency wage.

Policy #: 508a **Title: Incumbent Worker Training**

Effective Date: 4/12/17

Amended Date:

Reference Documents:
WIOA 20CFR 680.780; WIOA 20CFR 680.790; WIOA 20CFR 680.800; WIOA 20CFR 680.810; WIOA 20CFR 680.820

Reference Documents under WIA:
Columbia Greene Career Center, Customized Employee Training Program: Process
W:\Maureen\business services\training applications\cgcc customizedtrngprocess revised 5-03.doc

Business Services Customized Employee Training Application
W:\Maureen\business services\training applications\revised 5-03 cgcc Customized Training App.doc

Customized Training, Trainee Information
W:\Masters\CUSTOMER FORMS\enrollment related\membership card application core questions 2-06.doc

Policy Description: Incumbent Worker training is designed to meet the special requirements of an employer or a 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. It is conducted with a commitment by the employer to retain or avert the layoffs of the trained workers.

To qualify as an incumbent worker, the incumbent worker needs to be employed by the company for 6 months or more. An incumbent worker does not necessarily have to meet the eligibility requirements for career and training services. For an employer to be eligible for incumbent worker funds the Columbia-Greene WDB must set policies that take into consideration the following factors:

- The characteristics of the participants in the program;
- The relationship of the training to the competitiveness of a participant and the employer; and
- Other factors the board determines appropriate, including the number of employees trained, the wages and benefits including post training increases, and the existence of other training opportunities provided by the employer.

The employer is responsible for a percentage share of the total cost of the training based on the size of the business:

- 10% share for employers with not more than 50 employees
- 25% share for employers with more than 50 employees, but not more than 100 employees
- 50% share for employers with more than 100 employees.

The local area may reserve up to 20% of their combined total of Adult and DW funds for incumbent worker training.

Procedures Under WIA: Business can access WIA incumbent worker training funds providing monies are available, workers are earning less than self sufficiency and the proposed training falls into one of the WIB approved criteria.

- ❑ The employed worker's income will be raised by 5% within one year of completion of the training.
- ❑ The training will result in a recognized certificate or credential for the trainee.
- ❑ The training will avert a layoff of the workers being trained. OR
- ❑ The training does not meet the above criteria, but we would like the Workforce Investment Board, Marketing and System Services Committee to review the funding request.

WIA will only consider reimbursement for the training course fee, materials and testing expenses. Travel, meals, lodging and wages are allowable as matching funds. A 50% match is required for all customized training projects.

Business must complete the Customized Training Application which is reviewed by the WIA Business Services staff and an award/denial letter is sent to the business and the WIA accountant. A Customized Training, Trainee Information form and a letter of explanation is sent to the employed trainee via the employer contact with a self addressed return envelope. The trainees are enrolled into OSOS by the Business Services staff.

Upon completion of training, the employer provides documentation of the fees incurred along with training verification. The financial information is forwarded to the WIA accountant for reimbursement. The OSOS file is completed and closed. OSOS Records are updated documenting goal completion and employment status, with concise comment added.

Types of Training

Funds can be used to provide tuition reimbursement for employees attending classroom training, or for the costs involved with providing in-house training, or for the costs involved in hiring an outside vendor to provide on-site or off-site training. The employer is responsible for a percentage share of the total cost of the training based on the size of the business:

- 10% share for employers with not more than 50 employees
- 25% share for employers with more than 50 employees, but not more than 100 employees
- 50% share for employers with more than 100 employees.

Eligibility for WIOA Incumbent Worker Training Program

In order to qualify for WIOA Incumbent Worker Training funds, the following conditions must be met:

- The business is physically located in Columbia or Greene County.

- At least 51% of the workers being trained are residents of either Columbia or Greene county.
- At least 51% of the workers being trained have a work history with the company that is longer than 6 months.
- All the workers being trained must be making at least $4.00 per hour above the minimum wage by the completion of the training. This requirement is waived if the training is related to implementing safety protocols dealing with COVID-19.
- There is a clear explanation of how the skills to be learned will improve the competitiveness of the trainees and the employer.
- The total cost of the training, including books and fees, does not exceed $2,000 per trainee.
- There is a written commitment that all workers that successfully complete the training will be retained in their job and not laid off due to lack of needed skills.

Incumbent Worker Training Application Process

Step 1: Complete the Incumbent Worker Training Project Application Form
The following information is required as part of the initial application:

(a) General company information.

(b) Information regarding the proposed training, including:

1. A summary of the curriculum or the content of the training and the benefit of the training to the employees and the company.
2. Information about the training provider. For tuition-based proposals, this will include the name of the school and copies of course(s) descriptions. For contracted training, this will include information about the organization and a copy of the consultant's training proposal. For in-house training this will include an outline of the proposed training activities, with a detailed explanation of how the costs were determined.

(c) A complete budget for all training activities.

(d) Project Budget Summary highlighting the amount of funds being requested and the company contribution/match.

(e) Trainee information including employee names, job titles, hourly pay rates, start dates with the company, and home addresses.

(f) Anticipated Outcomes

Step 2: Review Process

(a) Staff from the Workforce Investment Office at Columbia Greene Community College, immediately reviews the application to determine if the proposal meets one of the following criteria necessary for automatic approval:

- The training will avert a layoff of the workers being trained.

- The training will result in a recognized certificate or credential for the trainee.
- The skills being learned by the employees are transferable to other businesses or industries and/or there is a clear explanation of how the training improves the competitiveness of the business.

(b) If the training does not qualify for automatic approval, the business can request a formal review by the Columbia-Greene Workforce Development Board's Business Services Committee. The committee will evaluate whether the business has clearly defined how the training either provides transferable skills to the employees or improves the competitiveness of the business. Approval will also be based on the amount of funds available, and the reasonableness of the cost of the training being proposed.

(c) The Workforce Development Board reserves the right to deny funding for any project.

Step 3: Contract Development for Approved Projects.

(a) A contract will be negotiated between the company and the Workforce Investment Office at Columbia Greene Community College outlining the services to be provided, company reporting requirements, and cost reimbursement procedures.

Step 4: Employee Applications Completed

(a) All employees participating in the training will have to complete a WIOA Application for Incumbent Worker Training.

Step 5: Reimbursement of Approved Training Costs

After the training is completed, companies will be reimbursed for previously contracted costs. The following documentation will need to be provided for reimbursement:

(a) Documentation of all the costs of the training, including copies of all invoices or payroll/benefit expenses for in-house trainers.

(b) A list of all employees completing training and copies of all certifications/licenses received as a result of training. If certificates are not issued, documentation may be provided through a letter from the training provider verifying the completion of the training.

Step 6: Follow-Up

One month after the final reimbursement has been issued to the company, the Workforce Investment Office will send a follow-up letter requesting confirmation that each trained employee is still employed by the company.

The results of this follow-up will be used to evaluate any subsequent request by the business for additional WIOA training funds.

Policy #: 509 **Title: On-the-Job Training**

Effective Date: 7/01/06

Amended Date: 9/15/10
3/20/15
10/20/15
1/15/2019
4/16/19
10/15/19

Policy Description: On-the-Job Training services will be available to assist employers in offsetting the costs of training a WIOA eligible customer.

Reference Documents: OJT Standard Contract
NYS Workforce Development Technical Advisory #10-15
NYS Workforce Development Technical Advisory #10-15.2
Policy 305
WDB Meeting 1/15/19 Policy Modifications
WDB Meeting 4/16/19 Policy Modifications

Procedures:

- OSOS guides should be used to ensure OJT services are correctly entered into the data management system, including an OSOS Comment detailing what services were provided, when, by whom, and any outcomes.

- **Identifying OJT Opportunities with Qualified Businesses**
  - Outreach will be done directly/ indirectly with employers. OJT outreach will be integrated into the Business Service team strategy. Outreach includes, but is not limited to: face-to-face contacts, job order follow-ups, mailing, email notifications, involvement with the Chamber of Commerce, press releases, networking with other agencies, and speaking to civic organizations.
  - OJT is provided under a contract with a business in the public, private non-profit, or private sector. OJT payments are deemed to be compensation for the extraordinary cost associated with training participants and the cost associated with the lower productivity of the participants.

  - Businesses interested in OJT will contact a Career Center Business Service team member to initiate the process.

  - <u>Pre-Award Process:</u>
    Staff will request a company evaluation by the NYSDOL Regional Business Services Representative. Any firm or industry in violation of local, state, or federal labor law is not eligible for training assistance. When a firm or industry is no longer in violation, they can be eligible to receive training assistance.
    1. Staff will submit the OJT Due Diligence Request Form, TA #10-15.2, Attachment D to NYS DOL. This check must be done on a quarterly basis, from the date of the original approval, when developing a new

contract with a business.

2. Staff will assist the business in completing the *Preliminary Review-Business Application for the On-The-Job –Training* form
(If there is a union at the business, the Union must sign off on the contract. Before approving a proposal, it shall be determined that abnormal labor conditions such as a strike, a lockout, or other similar conditions do not exist at the establishment or its affiliates.)

3. Staff will assist the business in completing the *NYS DOL Responsibility Questionnaire*; any "yes" responses (except for Question #3) will result in a determination that the training is not eligible for funding. A "yes" response to Question #3 will need to be further investigated before the contract moves forward. If an organization has submitted a Responsibility Questionnaire in the last 12 calendar months, all that is needed is the completion of an attestation form ensuring that there are have been no changes to answers provided in the original questionnaire. The form used is TA-#10-15.2, Attachment D-Responsibility Questionnaire Attestation Form.

4. To determine if the business is in good standing, staff will conduct an on- line review of:
   i. Registration with the New York Department of State's Division of Corporations. http://www.dos.state.ny.us/corps/bus_entity_search.html
   ii. Federal OSHA records, search under NYS only. http://www.osha.gov/pls/imis/establishment.html

   When reviewing the OSHA records, only open cases at the targeted worksite trigger a 'red flag'. If there is no record for the business or if the open case is on another worksite you can consider this a 'pass'. If you encounter an open case with the business, you can contact your regional OSHA office. The regional contact information is located here:
   http://www.osha.gov/oshdir/ny.html

   A map of the regional breakdown is located here:
   http://www.osha.gov/oshdir/ny-state-map.html

   They will be able to provide staff with details of the open case to assist in making a determination.

5. Staff will conduct an on-site visit. This review will allow staff to see where the OJT participant will be working, meet the trainee's supervisor, and gain a better understanding of the business' facility and operations. The purpose of the site visit is to determine whether the employment opportunity will afford a viable on-the-job training opportunity.

- Compliance & Eligibility Review
  Staff will conduct a desk review of the company's suitability and eligibility for an OJT contract. The review will look at the following issues:
  - History with the OJT program. A company that has used the program more than 4 times in 5 years and has a track record below 70% in providing successful OJT trainees with continued long-term employment will not be approved. Also, the company cannot have exhibited a pattern of failing to

provide OJT trainees with wages, benefits and conditions that are equal to those provided to regular employees who have worked for a similar length of time and in the same type of work.

- OJT funds shall not be provided for training in situations involving highly mobile or highly competitive industries where minimal employee training is needed;
- Industrial dislocation resulting in transferring unemployment from one area to another. No proposal may be used to assist in any relocation of an establishment from one area to another unless such relocation will not result in an increase in unemployment in the area of original location or any other area where it conducts business operations. If dislocation at the original site did occur, an OJT can be put into place only after 120 days of operation at the new location.
- OJT funds shall not be provided for training in situations where any other individual is on layoff from the same or substantially equivalent job at the business/facility;
- OJT funds shall not be provided for training in situations where the business has terminated the employment of any regular, unsubsidized employee or otherwise caused an involuntary reduction in its workforce with the intention of filling the vacancy created with the WIA participant.

o <u>Criteria to Determine the Suitability of Employment Opportunities</u>
Staff will conduct a desk review of the job's suitability and eligibility for an OJT contract. The review will determine that:

- The occupation is sufficiently skilled to require a training period of at least 40 days.
- The occupation has been determined by the WDB to be in-demand in the local labor market.
- The occupation's hourly wage meets the current WDB standard for eligibility for training funds which is $2.00 above the current minimum wage rate. Exceptions can by made by the Director on a case by case basis.

o <u>Job Description & Training Outline:</u>

- All OJT positions must a have job description and a training outline indicating an expected timeframe to learn the identified skills.

o <u>Job Seekers Referral:</u>

- Job seekers can be referred to positions a number of ways; employers can refer a possible OJT candidate to the Career Center, registered job seekers can identify themselves as eligible for the OJT to program to potential employers, and career center staff can refer candidates to businesses.

▪ **Identifying and Assessing Training Candidates**

o <u>Marketing Strategies</u>
Job seekers will have a variety of ways to learn about OJT, including; website information, flyers, staff referrals, and direct mailings. The OSOS system will assist in matching possible candidates for OJT positions, keeping in mind that: job seekers must meet income eligibility or dislocated worker status for the OJT grant funding.

- Need for OJT and the Training Plan
  The completion of a comprehensive assessment and the development of an Individual Employment Plan (which includes an evaluation of the skills, work experience and education of the job seeker), along with a clear understanding of the job description and required training will determine the need for and length of the OJT. A skills gap analysis will be determined by using Job Zone skills self assessments.

- Trainees Employment Status
  No reimbursement will be allowed for trainees already on board prior to the effective date of the OJT contract. Upon completion of negotiations the following statement must be signed prior to trainee starting.

  "The employer commits themselves to abide by the WIA rules and regulation, assurances and certifications in the boiler plate of the WIO OJT contract, pending final execution of the contract."

  Employer Signature ____________________Date__________________

  Trainees that have worked for the OJT employer in the past as an employee, a contractor arrangement or through a temporary agency will only be considered for OJT if the new hiring position is a new job title with substantially new skills to be learned.

  Candidates that are employed (not with the OJT business) requesting OJT funds must have the new job opportunity with an advanced wage and/or moving from part time to a full time position.

- WIA OJT Upgrades

  OJT contracts may be written for eligible employed workers when there are sufficient funds available, and:

  1. The employee is not earning a self-sufficient wage as determined by Local Workforce Development Board (LWDB) policy; and
  2. 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 LWIB.

- **Reimbursement Policies**
  - The reimbursement policies are defined below in the Contract Composition and Administration section.

- **Monitoring**

  The WIB must ensure all OJT contracts are monitored to ensure compliance with contract terms and to help resolve any issues.

  Each OJT contract must receive an on-site monitoring visit at least once during the training period.

The monitoring will ascertain through a review of records and interviews the following information:

- Participant is receiving the agreed upon training, and is not required to engage in prohibited activities.
- Participant's attendance record is strong enough to ensure they are fully engaged in the training.
- Business /payroll records show that the participant is receiving proper wages, tax withholdings and workers' compensation.
- Determination on whether there is a pattern of failure to retain OJT trainees.

Any compliance issues requiring corrective action will follow OJT policies and procedures as outlined in the contract.

The participant's progress will be noted in the comments section of OSOS.

- **Contract Composition and Administration**
  All OJT contracts must include the following elements:
  - <u>Cover Page</u>
    - Type and Cost of Contract
      Negotiated fixed-price contracts are entered into with individual employers and provide a fixed price for specific services. This price is not subject to adjustment after the contract has been signed unless there is a subsequent contract modification.
    - Applicant Name, Address, Telephone Number
    - FEIN (IRS#)
    - Dates of Contract
    - Name of Occupation and Trainee(s)
    - Signatories section
  - <u>Program Narrative</u>
    - Description of the business and history of relationship with the Workforce Investment Office
    - Trainee job title and job description
    - Supervisor name and title
  - <u>Training Outline</u>
    - Participants Name
    - Job Title
    - Job Tasks
    - Training Days Per Task
    - Total Days of Training
  - <u>OJT Program Summary</u>
    - Payment Schedule
    - O*Net Code and Title
    - Number of Trainees
    - Purpose of Training
    - Hours of Work per Day
    - Hourly Wage Rate
    - Number of Weeks

  - Number of Days of OJT
  - Trainee Day Rate
  - OJT Cost Per Trainee
  - Total OJT Cost

- General Provisions and Assurances

  A. Regular OJT
  This program combines occupational training with direct employment by the contractor and provides training without the necessity of institutional training. The business' intention in hiring an employee is for the newly hired employee to remain employed with the business upon completion of the OJT. Employers must agree that training will start on the date of hire.

  B. Priority of Service
  Columbia-Greene has a Priority of Service policy for veterans and their eligible spouses, as well as low-income adults. These participants are given first priority for jobs and training for which they are eligible and qualified.

  C. Collective Bargaining Agreements
  The training activity will not impair an existing contract for services or collective bargaining agreement, and/or that 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 the business.

  D. Nepotism
  No member of the OJT employee's immediate family will directly supervise the OJT employee, nor will the trainee supervise an immediate family member. For the purpose of this contract, immediate family is defined as spouse, children, parents, grandparents, grandchildren, brothers, sisters or persons bearing the same relationship to the OJT employee's spouse.

  E. Standard Work Week
  A standard work week is the standard number of hours worked each week by all employees of the contractor in the occupational area in which the training is being conducted, provided the total number of standard hours is at least 30 but not more than 40, and provided such hours are worked during no more than a five day period each week. Exceptions to the hour requirement can be made on a case by case basis. Hours for which overtime is paid shall not be considered a part of the standard week. OJT will take place during the employee's work hours (i.e., during the shift/hours for which the employee was hired) and the employee will be compensated at the same rates, including periodic increases, as trainees or employees who are similarly situated in similar occupations by the same employer and who have similar training, experience and skills.

  F. Maximum Number of Enrollees Allowable
  The maximum number of enrollees to be trained by an individual employer when utilizing local WIA dollars under this proposal shall not exceed 25% of the employer's regular full time force at the plant where the training is taking place. When the work force is four or less, two trainees may be allowed.

  The 25% requirement may be waived with appropriate justification. Examples of appropriate justification would include the imminent expansion of sponsor's work force to a level in which the training would be justified, or if there is a special nature to the business or occupation.

G. Trainee Benefits

Each trainee in an on-the-job training program shall be assured of health insurance, unemployment insurance, retirement benefits, workman's compensation and other benefits at the same level and to the same extent as other employees in that employment situation.

H. Trainee Working Conditions

Each trainee in an on-the-job training program shall be assured of working conditions that follow health and safety standards established under federal and state law and promotional opportunities neither more nor less favorable than other such employees enjoy.

I. Trainee Wages

The following apply to trainee wages:

1 Minimum allowable wage levels are determined by the OJT funding source. No locally funded WIOA OJT contract can be entered into with an hourly wage less than the current minimum mean hourly wage set by the WDB for allowable ITA's ($2.00 over the minimum wage rate with allowances for exceptions by Director on a case by case basis.) A wage is considered to be monies paid by an employer to a trainee for work performed. A wage does not include tips, commissions, or fringe benefits.

2 If a collective bargaining agreement or company policy is in effect, the scheduled OJT wage increases should be consistent with such agreement.

3 The wage rate set for the trainees will not create unfair competitive labor-cost advantages or have the effect of impairing or depressing wage or working standards established for experienced workers for work of a like or comparable character in the establishment and industry.

4 Wages are expected to be consistent with job progression and equal to wages of other employees in the same job category.

J. Contract Limitations:

1 The allowable cost of an OJT contract is determined by the OJT funding source. The wage reimbursement for local WIOA OJT contracts will not exceed the maximum dollar value of $6,000. The dollar limitations for other contracts will be determined by the various funding sources. The determination of the length will be based on the skills required by the position, the trainee skill level and the skills assessment, but for local WIOA contracts, the length cannot exceed six months.

2 Funds provided to the business to reimburse the costs associated with OJT may not be used to assist, promote or deter union organizing.

3 The business will comply with all applicable employment-related federal, state and local laws and regulations.

4 The OJT contract does not infringe in any way upon the promotional opportunities of current employees not involved in OJT.

5 No currently employed workers will be displaced by OJT trainee(s), including a partial displacement such as a reduction in the hours, wages, or employment benefits.

6 OJT trainee(s) will not be trained in sectarian activities or be employed to carry out the construction, operation or maintenance of any part of a

facility that is used or to be used for sectarian instruction or as a place for religious worship, or required to participate in political activities.

7 OJT's must not impair existing contracts for services or collective bargaining agreements when a particular program would be inconsistent with a collective bargaining agreement, the labor organization and business must provide written concurrence before the program begins.

K. Reimbursement Policies

Reimbursement is only for training, no reimbursement will occur for paid holidays, vacation or sick time. No reimbursement is allowed for over time hours. After the length of training has been determined, the sponsor's reimbursement for OJT training time (the trainee day rate) in each occupation is computed as follows:

The allowable reimbursement rate of an OJT contract is determined by the OJT funding source. The local funded reimbursement rate is 50% of the hourly entry rate. From the trainee start date, to the end of the OJT, the reimbursement rate is computed as follows:

I. OJT hours X hourly wage rate X reimbursement percentage = trainee hourly reimbursement rate, (rounded to next highest cent).

2. Once the trainee hourly rates are established, the amount of reimbursement the employer will receive for each OJT employee is computed as follows:

Trainee hourly Rate X Number of OJT hours at Rate = the subtotal of reimbursement per trainee.

On a case by case basis it will determined if participant job related expenses will be covered by WIA funds, including: uniforms, work related tools, equipment, licensing fees, training-related books or additional coursework related to the training occupation. No trainee funded by local dollars will exceed the $6,000 limit, including wages and supplies.

L. Method of Payment

On a pre-determined schedule, the Sponsor shall allow a WIOA representative to review the Sponsor's payroll and all related fiscal records for the purpose of determining that the trainees rate of pay and days worked are consistent with the contract. This information will be used to generate a reimbursement for training provided by the Sponsor to the participant. This payment shall be processed by claim voucher the regular course of WIOA's business. Nothing in this paragraph shall limit the grantee or other responsible agency from reviewing these records at any other time in order to fulfill their program oversight or auditing role pursuant to the Workforce Investment Act or its regulations and federal, state or local policy.

M. Non-Discrimination/ Grievances

No person shall be excluded from participation in, be denied benefits of, or be subjected to discrimination in employment because of race, creed, color, national origin, sex, disability, age, marital status, or past convictions (unless the conviction is related to the prospective job).

The business agrees to adhere to the Local Workforce Investment Board's grievance process if a complaint arises in connection with the OJT employee and the training.

N. Conflict of Interest:

The Sponsor will not select, reject or promote a participant based on that individual's political affiliation or beliefs, or as a reward for political services or as a form of political patronage, further, the Sponsor recognizes and assures that no programs under the Workforce Investment Act may involve political activities.

O. Counseling

Counseling is part of on-the-job training. Sponsors are hereby notified that WIOA staff members may visit the trainee at the work site for counseling purposes. The sponsor should be made aware that counseling is available for trainees if there is a perceived need for it. Counseling requests made by the Sponsor will be arranged by the WIOA staff. Since time spent in counseling will be considered part of on-the-job training, no special reimbursement can be established.

P. Orientation

Sponsors are responsible for providing trainees with a basic orientation to their business. Orientation of the new employees is an important and necessary element of the training process. Company rules, regulations, products, benefits, forms and plant layout should be included in the orientation. The orientation should be included in the training outline sections of the OJT contract forms as in- kind training. The supervisory work force should be oriented to the OJT program, the trainees, and their needs.

Q. Assignment of Trainee to Work Station

Trainees must be given a copy of the training outline they are expected to follow in the training program. The initial and each succeeding work assignment should be carefully explained to trainees when they are assigned to each work station and/or work assignment.

R. Contract Modifications

A contract modification may be initiated by either party. An amendment to On-the-Job Training Contract which calls for additional funding may be developed only when 1) the original scope of the contract is to expand and 2) sufficient funds are available and included by the modification to defray the increased costs.

Bilateral modifications are to be agreed upon before any of the changes are initiated. They must reflect any mutually agreed upon changes within the general scope of the contract affecting contractor's performance and any resulting adjustments in time and/or cost. All amendments must be numbered sequentially beginning with (1), and become effective as of the date indicated therein. They are to be distributed in the same manner as the original contract.

Some Situations Requiring Contract Modifications

1 Extension of Termination Date. Whenever the termination date of a contract is extended, a contract modification is required.
2 Change in the Number of Slots per Job Category. A modification such as this could involve additional funds, less funds, or no change at all in the total contract costs.

3 Change in Occupations. New occupations are subject to the regular contractual requirements.
4 Adding Funds. There are many cases in which funds may be added to a contract. For example, if a contractor were to increase the number of trainee slots in a project, additional funds would probably be required.

S. Modification Format

Contract Modifications must contain:

- On-the-Job Training Summary**
- Job Related Educational Release Time Cost**
- Summary-Contractor's Training Cost**
- Detailed Cost Sheet
- Training Outline**
- Program Narrative**

**if applicable

T. Monitoring, Inspections and Audits

The LWDB, NYSDOL, or United States Department of Labor may inspect and monitor any records or activities pertaining to the OJT contract at any time during normal business hours, and as often as deemed necessary. Such inspection shall be made to determine whether the business is in compliance with the terms and provision of this contract and the OJT participant is making sufficient progress.

The purpose of the monitoring visit is to:

1. Assist the employer or contractor in operation of program,
2. Discuss the program with trainees,
3. Review the progress of the program with the instructor,
4. Assist the employers or contractor in record keeping and invoicing,
5. Ensure that provisions of the contract are being met,
6. Review the effectiveness of the program.

U. Dispute Resolution:

The sponsor agrees to use administrative processes and negotiation in attempting to resolve disputes arising from this contract. The sponsor shall continue performance of the activities during such dispute and shall immediately submit written requests for informal review and hearing to the WIOA who shall review the disputed matter. WIOA shall resolve same, after consultation with the Sponsor within thirty (30) calendar days of request receipt. Disputes not resolved the local level shall be resolved in accordance with applicable State policies. Parties agree that any legal action brought in relation to this contract shall be brought within the State of New York.

V. Contract Terminations

OJT contracts may be terminated by mutual agreement of the WIOA staff and the contractor. Contracts should be terminated early only as a last resort when it becomes obvious that problems cannot be resolved through other means.

When termination of a contract is a bilateral decision, the contract is ordinarily closed by the contractors. They may simply sign the final payment line of the voucher and back up. Their signature indicates they intend to request no further reimbursement from the State for this program. In some cases, the WIOA staff may wish to secure a letter from contractors indicating their intention to close the contract.

The maintenance report is to be used as a uniform checklist of items to review when conducting monitoring visits of OJT programs, and as a means of recording information collected relative to these visits.

- Appendix A – Trainee Progress Report
- Appendix B – Bi-Monthly Training Report and Voucher Back-up
- Appendix C - Grievance Procedure & Discrimination Complaint Procedure
- Appendix D – Federal and State Certifications
- Attachment I - Preliminary Review-Business Application for the On-The-Job – Training
- Attachment II - NYS DOL Responsibility Questionnaire

Policy #: 510 Title: Employers and Regional/State level Service Requests

Effective Date: 2/01/07

Amended Date:

Policy Description: Referral Information needs to be provided to employers who want information about various state or regional level Department of Labor Programs.
Reference Documents:

Procedures: The following phone numbers can be provided to employers upon request:

- Unemployment Insurance Telephone Claims Center: 1-888-890-5090.

Policy #: 511 **Title: WIF Two Step Career Plan**

Effective Date: 11/1/12

Amended Date:
Policy Description: Businesses will have more committed and qualified entry level employees if they hire workers who understand they can have a future with the company as long as they commit to developing the skills necessary for the business' higher-paying technical level jobs. Job seekers will be motivated to accept entry-level jobs when they understand it is just their first step along a financially stable career path.

Reference Documents: WIF Two-Step Master Contract a to z on: w/workforce innovation fund/forms

Procedures: The program has been designed to be as flexible as possible, within the regulations governing the Workforce Investment Act. Contracts will be developed between the local Workforce NY Career Center, the participating business and the participating job seeker.

Each contract will address the following items:

1. Job Title for Step One
    - Wage rate for Job Title
    - Training Outline which will explain:
        - Skills to be learned through the training
        - Timing of training delivery: prior to hire or while working
            - **Note:** If training occurs prior to hire, the contract must state that the job seeker is guaranteed employment when the employer has the next available opening in that job, as long as the job seeker successfully completes the agreed upon training.
        - Method of training delivery: classroom, on-the-job or a combination of the two.
        - Cost of the training: tuition for classroom training or wages for on-the-job training.
        - Parties responsible for paying for the training, including the amounts.
        - Length of the training.

2. Job Title for Step Two
    - Wage rate for Job Title (must be higher hourly rate than Step One)
    - Training Outline which will explain:
        - Skills to be learned through the training.
        - Method of training delivery: classroom, on-the-job or a combination of the two.
        - Timing of training delivery: length of time participant must be successfully employed in the Step One Job Title prior to the beginning of training for Step Two.
            - **Note:** If training for Step Two is classroom based outside of the participant's normal work schedule there cannot be restrictions

placed on how soon the training can start, if this part of the training is not being funded by the employer.

- Cost of the training: tuition for classroom training or wages for on-the-job training.
- Parties responsible for paying for the training, including the amounts.
- Length of the training
  - Contract must state that the job seeker is guaranteed employment in the Step Two Job Title when the employer has the next available opening in that job, as long as the job seeker successfully completes the agreed upon training and there are no other in-house candidates also eligible for the job. If there are other in-house candidates, the participant is at least guaranteed an interview for the position.

Parameters Governing Approvable Contracts:
All contracts are also bound to the following:

- The Step Two Job Title must be in a federally recognized STEM occupation.
- Beginning on the date of hire, the employer is required to contribute up to 50% of the total cost of the training, when combining both Steps of the career plan. Exact amount of match required will depend on funding stream.
  - The employer contribution can include many costs incurred by the employer. Examples include, but are not limited to, the wages paid to the participant, use of space to hold the training, allowing time off to attend classroom training, paying the participant while they attend training, and/or employee benefits such as tuition reimbursement.
- Step Two of the training plan must commence within one year of the completion of Step One of the training plan.
- Labor Union contracts with the participating business cannot be violated by these contracts, and must have the labor union's written agreement.

Additional Benefits to Business:

Pre-Hire Skill Assessment:

- All potential participants will be pre-screened either prior to referral or prior to hire. The prescreening process will ensure that the job seeker has a clear understanding of the occupation, including job tasks, working conditions, and career path opportunities. The participant will be able to articulate why this choice is a good fit for their future. In addition, the job seeker's prior work and educational background will be reviewed and if there are any questions regarding the job seekers basic skills then the participant can be objectively evaluated on the following:
  - Math skills and problem solving on the job
  - Reading for Information
  - Situational Judgment on the job
  - Active Listening
  - Computer Literacy
  - Job Specific skills through "ProveIt!" assessments

Development of Employee Training Solutions:

- As part of the contract development process a task and skill analysis will be completed for both job titles. For those skills that cannot be learned on the job, WIA

Business Services Representatives and Career Counselors will research the quickest, most efficient and cost effective training options available in the region. Training options will be also be prioritized based on the following issues important to both employers and job seekers:

- The training offers an industry recognized credential or certification.
- The training prepares students for appropriate licensing exams.
- The training results in, or can eventually lead to, an Associate Degree.

“Employer Specific” Stackable Certificates:

- All of the Community Colleges in our region have agreed to work with this project to help WIA Business Services Representatives identify specific sequencing of credit-bearing classes that will teach the skills identified in each contract’s job task analysis. This option will be appropriate for those jobs that demand some post-secondary vocational training, without necessarily requiring a two year degree.
- With this option employees will have the benefit of learning the required job specific skills in a manner that can be built upon and eventually lead to an Associate’s Degree and additional career path options.

Policies 600 – 699 Youth Services

Policy #: 601 **Title: WIOA Youth Framework Services**

Effective Date: 7/01/15

Amended Date: 8/19/2016
7/16/19

Reference Documents: 20 CFR 681.400

Policy Description: The local area grant recipient/fiscal agent has the option to provide some or all of the youth WIOA activities directly rather than entering into a grant or contract to provide the activities. The Columbia-Greene Workforce Development Board determines which youth services it wishes to procure and which it wishes to assign to the fiscal agent.

75% of all WIOA Youth funds must be used to serve out-of-school youth

20% of all WIOA Youth funds must be used to provide work experience. This includes the staff time required to manage youth work experience programs.

Reference Documents: WIOA Final Regulations Introduction page 56171

Procedures: Framework Services are being offered by the Career Center. Refer to Policy 601.1 for Program Elements.

Framework and Program Element Services

1. Intake
2. Objective Assessment that includes career pathway information
3. Individual Service Strategy that includes career pathway options
4. Case Management
5. Supportive Services
6. Follow-up Services

Policy #: 601.1 **Title: WIOA Fourteen Required Youth Program Elements**

Effective Date: 7/01/01

Amended Date: 4/4/12
7/28/15
11/11/17
7/16/19
5/19/20

Reviewed Date: 10/17/23

Policy Description: The local area must keep on record the 14 required program elements for youth and how they are offered locally.

Reference Documents: WIOA Regulations 681.460 – 681.640 and 681.470
Office Binder – WIOA Governance Documents
TA 19-1
TGEL -21-16
WDB Meeting Minutes April 2018
W://Masters/Customer Forms/WIOA Partners Customer Release Form

Procedures: Listed in the chart below are the required youth elements and where these services can be found in Columbia & Greene Counties. Local programs must have agreements in place with the partner organizations to ensure that the program element is offered and that each program element is closely connected with the WIOA youth program. All program elements are either satisfied by CGCC, the Workforce NY Career Center, or WIOA Youth contracts except for the Entrepreneurial element. Additional agreements were developed with the economic development agencies in both counties for the purpose of expanding options for participants. The WIOA Partners Customer Release form will be used when referring customers to services.

Service	**Contracted/Board Designated/MOU**
1. Tutoring, study skills training, instruction and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized post-secondary credential	CGCC YES - Offered by WIOA Title I Youth funds

2. Alternative secondary school services, or dropout recovery services, as appropriate	CGCC offers the Pre-Voc. Ed. Offered by WIOA Title I Youth funds
3. Paid and unpaid work experiences that have academic and occupational education as a component of the work experience, which may include the following types of work experiences: • summer employment opportunities and other employment opportunities available throughout the school year; • pre-apprenticeship programs • internships and job shadowing • on-the-job training opportunities	Opportunities are provided in the private, for profit sector; the non-profit sector, and public sector through internships and job shadowing. CGCC WIO- Offered by WIOA Title I Youth funds
4. Occupational skill training, which includes priority consideration for training programs that lead to recognized post-secondary credentials that align with in- demand industry sectors or occupations in the local area.	WIOA Title I Adult funds plus TAP/PELL CGCC
5. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster	CGCC – Offered by WIOA Title I Adult funds plus TAP/PELL.
6. Leadership development opportunities, including community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors. Leadership opportunities are offered to increase life skills such as parenting, employment behavior and budgeting finances	CGCC YES - Offered by WIOA Title I Youth funds WDB – seat on the Youth Standing Committee
7. Supportive services include: linkages to community services; assistance with transportation, child/dependent care, housing, educational testing, purchase of work clothes or tools; needs-related payments, referral to health care; reasonable accommodations	Workforce NY Career Center - WIOA Title I Youth funds Framework Services
8. Adult mentoring for a duration of at least 12 months that may occur both during and after program participation. A formal relationship, with someone other than the case manager, that offers structured activities. Workplace supervisor can be a mentor	CGCC YES- Offered by WIOA Title I Youth funds Internship that leads to job placement
9. Follow-up services for not less than 12 months after the completion of participation	Workforce NY Career Center - WIOA Title I Youth funds

	Framework Services
10. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling, as well as referrals to counseling, as appropriate to the needs of the individual youth	CGCC YES- Offered by WIOA Title I Youth funds
11. Financial literacy education (note: new under WIOA) Includes; • Create budgets, start checking and savings accounts • Manage spending, credit and debt. Information about student loans, credit cards. • Credit reports and credit scores, and identity theft • Comparing financial products	CGCC YES - Offered by WIOA Title I Youth funds
12. Entrepreneurial skills training; (note: new under WIOA) Such training must develop the skills associated with entrepreneurship: take initiative; creatively seek out and identify business opportunities; develop budgets and forecast resource needs; understand various options for acquiring capital and the trade-offs associated with each option; communicate effectively and market oneself and one's ideas. • Entrepreneurship education – developing business plans, etc. o Enterprise development – the above plus access to loans • Experiential programs – School based, youth run business, internships with entrepreneurs	CGCC CGCC YES Agreements with Columbia Economic Development Corp. and Greene County Planning & Economic Development
13. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services (note: new under WIOA)	Workforce NY Career Center - Offered by WIOA Title I Youth and Adult funds
14. Activities that help youth prepare for and transition to post-secondary education and training (note: new under WIOA)	Workforce NY Career Center - Offered by WIOA Title I Youth and Adult funds CGCC YES - Offered by WIOA Title I Youth funds

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Policy #: 602 **Title: WIOA Youth Eligibility**

Effective Date: 7/01/15

Amended Date: 11/23/15
7/16/19
9/21/21

Policy Description: Only people between the ages of 14 and 24, who meet certain guidelines, are eligible to receive WIOA Title I Youth services.

Reference Documents: WIOA Regulations; TEGL # 23-14; TEGL # 8-15; TEGL 21-16

Procedures: All youth customers seeking WIOA funded services must be determined eligible. Pre-eligibility is established at time of initial contact via phone call, office visit or email. A checklist of needed documents necessary to prove eligibility is given to youth and/or their guardians to assist them in the process of eligibility determination. The check list includes an “other” section that is specific to each youth’s circumstances. This section is utilized to obtain necessary documentation to determine a barrier.

There are different eligibility requirements based on a youth’s school status.

<u>Out-of-School:</u>
Under WIOA section 129(a)(1)(B), an out-of-school youth (OSY) is an individual who is:

- Not attending any school (as defined under State law);
- Not younger than 16 or older than age 24 at time of enrollment. Because age eligibility is based on age at enrollment, participants may continue to receive services beyond the age of 24 once they are enrolled in the program; and
- One or more of the following:
    - A school dropout;
    - A youth who is within the age of compulsory school attendance, but has not attended school for at least the most recent complete school year calendar quarter. School year calendar quarter is based on how a local school district defines its school year quarters;
    - A recipient of a secondary school diploma or its recognized equivalent who is a low-income individual and is either basic skills deficient or an English language learner;
    - An individual who is subject to the juvenile or adult justice system;
    - A homeless individual, a runaway, an individual who is in foster care or has aged out of the foster care system, a child eligible for assistance under Section 477 of the Social Security Act, or an individual who is in an out-of-home placement;
    - An individual who is pregnant or parenting;
    - An individual with a disability;

- A low-income individual who requires additional assistance to enter or complete an educational program or to secure or hold employment.

  Note 1 – The local barrier of "needs additional assistance to complete an educational program or secure and retain employment" is defined locally as requiring a signed letter from an agency or school professional stating that the youth require additional assistance to complete an educational program, or to secure and hold employment. The letter must also state that the professional has personal knowledge of the youth's current situation and/or capabilities. A self-attestation is also acceptable if a youth is a victim of abuse, suffering from substance abuse or medical issues, an expectant father and or the child of an incarcerated parent. Due to the nature of these barriers youth may not have disclosed to agency or school professionals.

Individuals age 18 and older may also receive services through the Workforce Investment Office's adult and dislocated worker programs.

<u>In School Youth</u>

Under WIOA section 129(a)(1)(C), an in-school youth (ISY) is an individual who is:

- Attending school (as defined by State law), including secondary and postsecondary school;
- Not younger than age 14 or (unless an individual with a disability who is attending school under State law) older than age 21 at time of enrollment. Because age eligibility is based on age at enrollment, participants may continue to receive services beyond the age of 21 once they are enrolled in the program;
- A low-income individual (70% of the Lower Living Income Standard Level); and
- One or more of the following:
  - Basic skills deficient;
  - An English language learner;
  - An offender;
  - A homeless individual, a homeless child or youth, a runaway, in foster care or has aged out of the foster care system, a child eligible for assistance under sec. 477 of the Social Security Act, or in an out-of-home placement;
  - An individual who is pregnant or parenting;
  - An individual with a disability;
  - An individual who requires additional assistance to complete an educational program or to secure or hold employment (AKA the local barrier).

    Note 1 – The local barrier of "needs additional assistance to complete an educational program or secure and retain employment" is defined locally as requiring a signed letter from an agency or school professional stating that the youth requires additional assistance to complete an educational program, or to secure and hold employment. The letter must also state that the professional has personal knowledge of the youth's current situation and/or capabilities. A self-attestation is also acceptable if a youth is a victim of abuse, suffering from substance abuse or medical issues, an expectant father and or the child of an incarcerated parent. Due to the nature of these barriers youth may not have disclosed to agency or school professionals.

Note 2 - Not more than 5 percent of the ISY assisted may be eligible based on the local barrier of an ISY who requires additional assistance to complete an educational program or to secure or hold employment.

Policy #: 602.1 Title: WIOA Youth Eligible –Managing 5% Low-Income Exception

Effective Date: 7/01/01

Amended Date: 4/4/12
1/04/16
7/16/19

Policy Description: The WIOA regulations allow local areas to serve a limited number of youth who ordinarily would need to be low-income, but do not meet the income guidelines. Non- income eligible youth can only make up 5% or less of the total low- income youth served during a Program Year. Quarterly the WIOA Director will monitor the 5% low-income exception through the management reports.

Reference Documents: TEGL 8-15

Procedures: To be eligible for the 5% income exception youth must be within one or more of the following categories:

- An In-School youth with one or more of the following issues:
    - Basic skills deficient;
    - An English language learner;
    - An offender;
    - A homeless individual, a homeless child or youth, a runaway, in foster care or has aged out of the foster care system, a child eligible for assistance under sec. 477 of the Social Security Act, or in an out-of-home placement;
    - An individual who is pregnant or parenting;
    - An individual with a disability;
    - An individual who requires additional assistance to enter or complete an educational program or to secure or hold employment.
- An Out-of-School youth with one or more of the following issues:
    - A recipient of a secondary school diploma or its recognized equivalent who is either basic skills deficient or an English language learner;
    - An individual who requires additional assistance to enter or complete an educational program or to secure or hold employment.

The 5 percent low-income exception is calculated based only on the youth enrolled in a given program year who would ordinarily be required to meet the low-income criteria. There will need to be at least 20 low-income participants enrolled in the program before any exceptions to the low-income eligibility criteria can be utilized.

Policy #: 602.2 Title: WIOA Youth Eligibility – Job Placement Release of Info

Effective Date: 1/19/16

Amended Date: 7/16/19

Policy Description: Getting job placement information on a youth participant once they have completed their participation can be difficult. Preparing for that at the time eligibility is being determined may help at the time of exit.

Reference Documents:

W:\Masters\CUSTOMER FORMS\Youth Forms\Eligibility Forms\Employment Verification.docx

W:\Masters\CUSTOMER FORMS\Youth Forms\Eligibility Forms\Employ Veri fields.docx

W:\Masters\Customer Forms\Youth Forms\Follow Up\Follow-Up Contacts and General Release of Information

Procedures:

At the time the customer is completing their eligibility forms they should also sign *three* copies of the employment verification form letter and the Follow-Up Contacts and General Release of Information form. These documents should be printed on CGCC letterhead. The forms should be kept in the participant's folder.

Once the participant has exited, and the case manager has confirmation on where the participant is working, then the "Employ Veri fields" form should be opened and the business' name and address, and the current date should be populated in the text fields on the form.

The original, signed, "Employment Verification" letter should be placed in the copier in the letterhead drawer (facing the same way as all the other letterhead in the drawer).

The "Employ Veri fields" form should then be printed (set to print on letterhead). The original "Employment Verification form" should then have the name and address of the business clearly listed on the letter.

The letter should then be mailed to the business with a self-addressed, stamped, return envelope enclosed.

Upon receipt of the returned employer verification letter, the information should be entered into OSOS Employment Outcomes tab and in comments.

Policy #: 602.3 Title: WIOA Youth Eligibility: Youth Requiring Additional Assistance

Effective: 1/18/21

In accordance with WIOA Section 129 (a)(1):

- (B) (iii) (VIII) - Regarding Out-of-School Youth –individual who requires additional assistance to enter or complete an educational program or to secure or hold employment; and
- (C)(iv)(VII) - Regarding In-School Youth – individual who requires additional assistance to enter or complete an educational program or to secure or hold employment.

Youth Requiring Additional Assistance Policy:
To be considered eligible as a youth requiring Additional Assistance, the individual meets one or more of the following:

- Has been fired from at least one job
- Has been unemployed or underemployed for at least six out of the last twelve months
- Lack of skills in local demand occupation
- Lack of family support to complete an educational program or secure and maintain employment
- Lives alone, or is primary source of financial support for household
- Poor attendance or disciplinary problems in school, or employment
- Lack of promotion or wage increase opportunities
- Referral from Department of Social Services stating youth is in need of additional assistance with education and employment services
- Lack of transportation
- Unstable housing
- Mandated by court or agency to complete an educational program, training and/or secure employment
- Is the victim of abuse
- Suffers from substance abuse or medical issues
- Is an expectant father
- Is the child of an incarcerated parent

Documentation:
In accordance with New York State Department of Labor Technical Advisories regarding Data Element Validation, the following forms of documentation are allowable to verify "Youth who needs additional assistance" status:

- Case Notes
- Individual Service Strategy
- WIA/WIOA registration form

- Self-attestation. Self-attestation is to be used only when no other form of verification is possible. A self-attestation is also acceptable if a youth is a victim of abuse, suffering from substance abuse or medical issues, an expectant father and or the child of an incarcerated parent. Due to the nature of these barriers youth may not have disclosed to agency or school professionals.

Columbia-Greene Workforce NY will also accept the following forms of documentation if none of the foregoing documents are available or applicable:

- Applicant statement
- Written referral from Department of Social Services or Probation Office
- School record.

Definitions:

Lack of skills in a local demand occupation:

- Lacking recent training in a local demand occupation
- Lacking current certification in a local demand occupation
- Has not been employed in any local demand occupation for at least one year prior to initial assessment.
- Has applied to, and either been rejected from or not interviewed for at least five openings in a local demand occupation.

Lack of family support to complete an educational program or secure and maintain employment:

- Unable to secure financial assistance from immediate family member to pay for occupational training or educational program
- Is living with friends or family members other than parents.
- Parent is incarcerated, deceased, or has health or medical condition which makes the parent unable to provide needed financial or emotional assistance.

Poor attendance or disciplinary problems in school or employment:

- Has missed 15 or more days of school in most recent school year.
- Has had unscheduled absence or been late to work 6 times or more in the previous six months. **–OR–**
- Has been issued a warning either verbal or written, regarding unacceptable behaviors or practices at work or school

Lack of promotion or wage increase opportunities:

- Has worked for at least one year in the same position without pay increase or job title advancement.
- Is currently employed in a position where there is no career pathway available for advancement or promotion.
- Is currently employed in a position where there is no difference between wages for entry level employees, and wages for more experienced employees.

Unstable housing:

- Has moved twice or more in the 90 days prior to initial assessment
- Living in the home of another due to economic hardship
- Primary residence will be lost within 30 days of initial assessment **-OR-**
- Has not had a lease, ownership interest, or formal occupancy agreement in permanent housing at any time during the 60 days prior to initial assessment (borrowed from 24 CFR Parts 91, 582, 583, HUD final rule on Homeless Emergency Assistance and Rapid Transition to Housing, Defining Homeless, Federal Register Vol 76 No. 233 12/5/2011)

Lack of transportation:
Does not have driver's license, or own or have full access to a car **–AND–**

–EITHER–

- Lives more than a mile from affordable/reliable public transportation
  –OR–
- Travel to training or employment by public transportation would require more than an hour.

Policy #: 603 **Title: WIOA Youth Performance Measures Definitions**

Effective Date: 7/1/16

Amended Date: 11/29/17
7/16/19
9/21/21

Policy Description: To determine the quality and success of WIOA youth programing, performance measures have been established.

Reference Documents: TA 18-6.2; TEGL 9-17; TEGL 10-16

Procedures: Listed below are the performance measures impacting WIOA Youth: Tracking and attainment of measures will be monitored regularly by WIO Youth Program staff via a spreadsheet and by the use of management reports. The WIO Director will also monitor youth performance measures at least quarterly via management reports.

WIOA Youth Performance Measures (implemented until PY 18)

- Employment Rate 2nd Quarter after Exit
- Employment Rate 4th Quarter after Exit
- Median Earnings during the 2nd Quarter after Exit
- Credential Attainment 4th quarter after Exit, (plus employment or postsecondary enrollment)
- Measurable Skills Gain (improvement of Reading and Math Skills during each program year of participation, no matter the date of program entry.)

Five Types of Measurable Skills Gains

1. Achievement of at least one educational functioning level, if receiving instruction below postsecondary education level. (See below.)
2. Attainment of secondary school diploma or equivalent
3. Secondary or postsecondary transcript for sufficient number of credit hours
    - **Secondary:** transcript or report card for 1 semester
    - **Postsecondary:** at least 12 hours per semester or, for part-time students, a total of at least 12 hours over 2 completed consecutive semesters
4. Satisfactory progress report toward established milestone from an employer or training provider
5. Passage of an exam required for an occupation or progress attaining technical/occupational skills as evidenced by trade-related benchmarks

Three Ways to Measure Educational Functioning Level Gain

- Programs may measure MSG gain type #1, educational functioning level gain by:

1. Comparing initial educational functioning level, as measured by a pre-test, with the participant's educational functioning level, as measured by a post-test;
2. Enrolling in postsecondary education and training during the program year if the participant exits a program below the postsecondary level.

- All NYS WIOA programs utilize the TABE test as both a pre-test to determine if a youth is basic skill deficient and as a post-test to determine if a youth has improved either their reading or math by one functional level. Post-test must be administered within one year of a participant's enrollment. The chart below defines educational functional levels:

WIA Measure	Educational Functioning Level	TABE (11-12): Scale Scores	
Basic Skill Deficient	Beginning ABE Literacy	Grade level:	0.0 - 1.9
Basic Skill Deficient	Beginning Basic Education	Grade level:	2.0 - 3.9
Basic Skill Deficient	Low Intermediate Basic Education	Grade level:	4.0 - 5.9
Basic Skill Deficient	High Intermediate Basic Education	Grade level:	6.0 - 8.9
Basic Skill Proficient	**Low Adult Secondary Education**	**Grade level:**	**9.0 - 10.9**
Basic Skill Proficient	**High Adult Secondary Education**	**Grade level:**	**11.0 – 12.9**

Columbia-Greene Workforce NY will use TABE assessment as its primary assessment tool to measure educational functioning level. Other valid and reliable assessments may be used as appropriate to measure educational functioning level and basic skills deficiency at the recommendation of Career Center staff with approval of the Center Director.

Assessment options may include the following:

- Wide Range Achievement Test (WRAT)
- STAR Test
- Kaufman Test of Educational Achievement
- Armed Services Vocational Aptitude Battery (ASVAB)
- Recent school report card or Individualized Education Plan (IEP) showing the youth is performing below 8th grade level <u>or</u> is unable to compute/solve problems or read, write, or speak English at a level necessary to function on the job, in the individuals family, or in society
- Other valid, reliable assessments at the discretion of the Career Center Director

No assessment that was taken more than six months prior to enrollment will be used to measure education functioning level gains or basic skills deficiency.

Policy #: 603.1 ***Title: WIOA Youth Performance Measures Definitions:*** **Basic Skills Deficiency Policy**

Effective: 1/18/21

References:
WIOA Final Rule, § 681.290

Background:
WIOA identifies specific eligibility criteria for youth to participate in WIOA programs. Columbia-Greene Workforce Development Board (WDB) policy identifies specific criteria for Adult, Dislocated Worker (DW), and Trade Adjustment Act (TAA) participants to qualify for WIOA Individual Training Accounts for classroom training. Individuals who are found to be basic skills deficient will be referred for informal or formal basic skills remediation.

Policy:
Youth: The WIOA Final Rule states that youth are Basic Skills Deficient (BSD) if they "(1) have English reading, writing, or computing skills at or below the 8th grade level on a generally accepted standardized test; or (2) are unable to compute or solve problems, or read, write, or speak English at a level necessary to function on the job, in the individual's family, or in society." WIOA further states that "in assessing basic skills, local programs must use assessment instruments that are valid and appropriate for the target population, and must provide reasonable accommodation in the assessment process, if necessary, for individuals with disabilities." WIOA Youth customers are considered to be Basic Skills Deficient based upon the WIOA Final Rule and acceptable assessments listed in this policy.

Acceptable Assessments:
Basic skills deficiency status must be determined using a valid, reliable assessment according to WIOA law. The case manager will select the assessment which is most appropriate for a particular customer, based on the customer's abilities and career goals. Assessment options may include the following:

- Test of Adult Basic Education (TABE)
- Wide Range Achievement Test (WRAT)
- Basic Achievement Skills Inventory (BASI)
- STAR Test (often administered by local school districts)
- Kaufman Test of Educational Achievement (often administered by local school districts)
- Armed Services Vocational Aptitude Battery (ASVAB)
- A recent school report card or Individualized Educational Plan (IEP) showing the youth is performing below the 8th grade level or is unable to compute/solve problems, or read, write, or speak English at a level necessary to function on the job, in the individual's family, or in society
- ACT National Career Readiness Certification (NCRC)

- Other valid, reliable assessments, upon approval of the Center Director

Note: LWDBs may use previous basic skills assessment results if the assessments were conducted within the past six (6) months.

Determining Basic Skills Deficiency as evidenced by a youth that is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual's family, or in society.

- Examples of less formal screening tools for determining basic skills deficiency under WIOA 3(5)(B) may include the following:
- Records from an educational institution indicating below average GPA.
- Qualifies for Special education services or has an Individual Education Program (IEP) plan or 504 Plan.
- Lacks a high school diploma or equivalency and not enrolled in secondary education.
- Is enrolled in a Title II Adult Education and Family Literacy Act program (including enrolled for English as a Speaker of Other Language (ESOL).
- Determined to be Limited English Skills proficient through staff-documented observations.
- Case Manager/Staff make observations of deficient functioning and records those observations as justification in a case note/comment.

Documentation:

WIOA case manager and WIOA youth service providers will follow NYS Department of Labor (NYSDOL) guidance regarding source documents required to support the eligibility components. Documentation of basic skills deficiency (either a copy of assessment scores from test administrator, or copy of the assessment itself) must be placed in the youth's case file. Assessment results must be entered in the One-Stop Operator System (OSOS) in compliance with NYSDOL guidelines.

Policy #: 604 **Title: Youth Assessment**

Effective Date: 7/01/01

Amended Date: 12/14/2007
11/29/17
7/16/19

Policy Description: As part of their participation, all youth must be provided with continual assessment by an Employment Advisor or a staff member from a contracted program. Objective assessments are always completed by an Employment Advisor. Results must be correctly entered into OSOS. All Objective Assessment forms and tests must be kept in the youth file.

Reference Documents: WIOA Sections 129(c) and 116(b)
Regulation §681.420
TEGL 21-16
OSOS Guides- currently located at:
https://labor.ny.gov/workforcenypartners/reference-materials.shtm
ISS 2017 (w: masters/customer forms/youth forms) Test for Adult Basic Education (TABE) https://www.careerzone.ny.gov/

Procedures: Objective Assessment is conducted by WIO staff at the time of initial registration and WIOA Title I eligibility determination.

Objective Assessment includes determination of appropriate services and program needs and is completed in conjunction with the development of the ISS.

Further assessments, including academic testing are conducted during the first days of program enrollment.

Youth are assessed regularly during their participation to determine career planning progress, goal satisfaction, readiness for the TASC exam, and successful internship performance. Ongoing assessment also focuses on the possible need for additional services and appropriate referral to those services.

CareerZone activities are used for career exploration activities and to help participants decide on a career pathway. Once a youth has successfully completed the necessary CareerZone modules, WIO staff must enter services in OSOS for Labor Market Information and Financial Literacy Education, including an OSOS Comment.

Literacy and Numeracy Gains

TABE test will be utilized as both a pre-test to determine if a youth is basic skill deficient and as a post-test to determine if a youth has improved either their reading or math by one functional level. Post-test must be administered within one year of a participant's enrollment. The chart below defines educational functional levels:

WIA Measure	Educational Functioning Level	TABE (11-12): Scale Scores	
Basic Skill Deficient	Beginning ABE Literacy	Grade level:	0.0 - 1.9
Basic Skill Deficient	Beginning Basic Education	Grade level:	2.0 - 3.9
Basic Skill Deficient	Low Intermediate Basic Education	Grade level:	4.0 - 5.9
Basic Skill Deficient	High Intermediate Basic Education	Grade level:	6.0 - 8.9
Basic Skill Proficient	**Low Adult Secondary Education**	**Grade level:**	**9.0 - 10.9**
Basic Skill Proficient	**High Adult Secondary Education**	**Grade level:**	**11.0–12.9**

OSOS guides should be used to ensure assessment activities are correctly entered into the data management system.

WIO staff must enter an Objective Assessment service in OSOS as a 1-day “Design Framework” service for each assessment completed, including an OSOS Comment detailing date assessment completed, noting academic and occupational skill levels, service needs, prior work experience, employability, interests, aptitudes, supportive service and developmental needs, interpretation of results of diagnostic testing and other assessment tools, identifying employment barriers and employment goals, etc.

Policy #: 605 **Title: Youth Individual Service Strategy**

Effective Date: 7/01/01

Amended Date: 12/14/2007
12/15/2015
10/23/2017
7/16/19

Policy Description: All individuals enrolled in a WIOA Youth Program must have an Individual Service Strategy developed with their Program Advisor. The ISS must be completed with the participant and signed. The original completed ISS form must be kept in the youth file.

Reference Documents:

WIOA Sections 129(c) and 16(b)
Regulation §681.420
TEGL 21-16
OSOS Guides- currently located at:
https://labor.ny.gov/workforcenypartners/reference-materials.shtm
ISS 2017 (w: masters/customer forms/youth forms/assessment forms)
Policy #601.1
Policy # 610 Youth Incentive Payments

Procedures: Individual Service Strategy (ISS) is developed by program advisors(s) and youth based on assessment of services needed and requested. Goals are established after academic testing, Essential Workplace Skills Pre-tests, and reviews of employment and education history.

The following sections of the ISS must be completed at the appropriate time during the youth's participation by checking the appropriate goals, activities and services and completing each component's specific details:

Options for Program Performance Goals:

- **Attainment of a Degree or Certificate -***This goal is required for anyone enrolled in any educational program while in WIOA*
- **Placement in Employment -** *This goal is required for all participants not going onto Post-Secondary Education or Training*
- **Placement in Post -Secondary Education or Training -** *This goal is required for all participants not planning to work when they complete WIOA*
- **Literacy and Numeracy Gains -** *Required for* ***out of school youth*** *who are performing at or below an* ***8.9 grade level*** *in reading or math based on TABE pre- test*

Titles of Options for Program Activities:

- Job Application
- Resume & Cover Letter

- Interviewing Skills
- Labor Market Information
- Career Decision Making (a potential career pathway must be outlined as a result of the career decision making activities)

Titles of Options for Program Services:

- Education Program (TASC preparation for High School Dropouts or Dropout Prevention for in-school youth)
- Internship with Employer
- Other – This category can be used to identify additional services related to any of the 14 program elements not specifically addressed on the ISS form. The program element must be identified on the form.

Youth Incentive Payments (see Policy 610 for details)
Milestone Payments

OSOS guides should be used to ensure assessment services are correctly entered into the data management system.

WIO staff must enter an ISS service in OSOS as a 1-day "Design Framework" service for each assessment completed. For each update to the ISS, WIO staff must enter a 1-day "Design Framework" – Update of ISS service. An OSOS Comment must be entered for each ISS service detailing "development of ISS", date ISS completed, verifying documentation used for eligibility (DOB, Selective Service, Low Income, disability, etc.), short/long-term goals, next steps, noting which partner/agency referrals were made, if any, etc.

Policy #: 606 **Title: Youth Internships**

Effective Date: 7/01/01

Amended Date: 8/14/2010
11/29/17
7/16/2019

Policy Description: Youth Internship opportunities fall under the WIOA definition of "Work Experience". Work experiences are a planned structured learning experience that takes place in a workplace for a limited period of time. Work experiences must include academic and occupational education. The educational component may occur concurrently or sequentially, and may occur inside or outside the work site. The types of work experiences include: summer employment and other employment opportunities, pre- apprenticeship programs, internships and job shadowing, and on-the-job training.

The internship program managed at the Career Center are paid work experiences that offer career exploration/job holding skill development and/or permanent employment. In- School youth must work with their in-school provider to develop an internship, even if ultimately put on the CGCC payroll. Out-of-school youth enrolled in a WIOA Youth Program must work with the Youth Employment Advisor to develop an appropriate internship option, based on WDB contracts or resolutions.

Reference Documents: WIOA Regulations §681.600
OSOS Guides- currently located at:
https://labor.ny.gov/workforcenypartners/reference-materials.shtm
w: masters/customer forms/youth forms

- EWS Employee Evaluation
- Internship Occupational Skills Evaluation
- EWS Supervisor's Handbook
- EWS Job Description & Training Outline
- Internship Worksite Agreement
- EWS Internship Handbook
- YES Employee Contract

Procedures: Developing youth internships requires a two pronged approach that requires looking at the needs of a potential intern and then the recruitment of worksites that can meet those needs. Generally Internships are for a six week period at 25 hours per week, however, if appropriate, longer-term arrangements can be developed.

A variety of factors must be reviewed with an internship candidate to determine an appropriate placement:

- Career interest & possible pathways
- Work history

- Transportation issues
- Work schedule availability
- Child care issues
- Other barriers to employment

Once this information is ascertained appropriate businesses are contacted to see if they would be interested in providing an internship opportunity that provides the youth the opportunity to develop occupational skills. The sales pitch to the business includes covering such factors as:

- Free help
- Pre-screened applicants
- Try-out period before any hiring commitment is made
- Career counseling assistance
- Service to their community

When an interested business is found the youth must go on a job interview with the employer and the employer must agree that the internship applicant is acceptable.

Before the internship starts the employer must have an orientation meeting with the One- Stop Youth Employment Advisor and complete or review the following documents:

- EWS Employee Evaluation
- EWS Job Description and Training Outline
- EWS Supervisor's Handbook
- Internship Worksite Agreement

Before the internship starts the youth must have an orientation meeting with their employment advisor in which the Internship Handbook and all other related forms are discussed.

OSOS guides should be used to ensure work experience services are correctly entered into the data management system, along with outcome information, including an OSOS Comment detailing successes/failure, linkages to the ISS, progress reports obtained, continuing employment, etc.

Policy #: 607 **Title: National Work Readiness Credential for Youth**

Effective Date: 7/01/11
Amended Date:

Policy Description:
The National Work Readiness Credential is no longer utilized.

The National Work Readiness Credential (NWRC) is a valuable tool in assisting youth in developing and demonstrating work readiness and job holding skills. The One-Stop Career Center is an official NWRC testing site.

Reference Documents: vouchers: http://www.castleworldwide.com/nwrc
Textbooks:
http://www.mysteckvaughn.com/Work/
Test Administrator's Manual

Procedures: The NWRC is appropriate for out-of-school youth, ages 17 and above. It measures participants' ability to perform the following work skills:

- Listen actively
- Solve problems and make decisions
- Cooperate with others
- Resolve conflicts and negotiate
- Observe critically
- Take responsibility for learning
- Read with understanding
- Use math to solve problems

Participants deemed appropriate for the program should first be given the pre-tests:

- Reading
- Math
- Active Listening
- Situational Judgment

Those individuals who do not pass the pre-tests should be provided appropriate assignments in the Steck-Vaughn Work Skills books. After the curriculum is completed, the practice exams should be administered. Those individuals who pass the practice exams should be assigned a voucher to take the NWRC exam.

Each Program Year the NYS DOL Technical Advisory on Customer Service Indicators should be reviewed to determine the goal set for the number of participants that are expected to earn the NWRC.

Policy #: 608 **Title: Youth Occupational Training**

Effective Date: 9/30/00

Amended Date: 04/17/12
09/21/21

Policy Description: The Youth Council set policy for when it is appropriate for Older Youth (ages18-24) to use an ITA for occupational training, funded either with Youth or Adult formula funds. All ITA grants are contingent on available funding.

Reference Documents: WIB Resolutions- WR-0009-13

Procedures: In order for a youth to access an ITA, one of the following two sets of conditions must be met:

1. Youth who have a high school diploma or GED must:

- Be enrolled in the Out-of-School Youth program; and
- Be assessed by a WIOA Service Provider staff member and be determined to need training to secure or retain employment; and
- Select an eligible training provider in consultation with a WIOA Service Provider staff member that is listed on the State of New York's Eligible Training Provider List (ETPL); and
- Have an IEP/ISS in the participant file showing the need for an ITA and confirmation that completion of the training is likely to lead to employment; and
- Provide a written recommendation from an employer or volunteer supervisor with whom the youth had worked within the prior calendar year.
- Assure that the training:
  a. Is outcome orientated and focused on an occupation goal specified in the ISS;
  b. Be of sufficient duration to impart the skills needed to meet the occupational goal
  c. Results in the attainment of a recognized post-secondary credential in one of the following high demand sectors
    - Transportation and Logistics
    - Skilled Trades
    - Healthcare
    - Hospitality and Tourism

2. Youth who do not have a high school diploma or GED:

   - Youth who have a reasonable chance of obtaining a GED, must be actively enrolled in a GED program or a WIA funded academic activity

AND

- Meet the criteria outline for a youth who has a high school diploma or GED

OR

- Youth who do not have a reasonable chance of obtaining a GED must have worked full time for a minimum of 25 hours per week with one employer for three consecutive months and they must receive a positive recommendation from that employer. (IEP students only)

Note: In all situations the WIO will work with youth to assist them with employment or academic instruction to give them the experience to qualify them for a training voucher.

OSOS guides should be used to ensure ITA services are correctly entered into the data management system, along with outcome information, including an OSOS Comment detailing successes/failure, linkages to the ISS, progress reports obtained, obtained employment, etc.

Policy #: 609 **Title: WIOA Youth Follow-up Services**

Effective Date: 7/1/15

Amended Date: 4/6/16
8/19/16
7/16/19

Policy Description: All youth participants must receive some form of follow-up services for a minimum duration of 12 months, or longer if requested. The type, scope, and duration of services should be based on the individual needs of each youth participant as identified in the ISS. Services must be provided unless the participant declines to receive follow-up services or the participant cannot be located or contacted. Services should provide continued assistance as needed after participation and assist Youth with transition to or retention in employment or further education. At least 3 attempts must be made to contact all participants and all attempts must be documented in OSOS.

Reference Documents: Policy 602.2
WIOA Regulation 681.580
TEGL 21-16
IHF – Continuing Services Information
Follow-Up Contacts and General Release of Information
Policy #610 Youth Incentive Payments

Procedures:
At the time the customer is completing their eligibility forms they should also sign the Follow-Up Contacts and General Release of Information form. The form should be kept in the participant's folder. Refer to Policy #610 for Youth Incentive Payments which outlines documentation required for youth 2nd and 4th quarter follow up incentives.

Follow-up services may include but are not limited to:

1. Leadership development and supportive services:
   a) Leadership development includes opportunities that encourage responsibility, employability and other positive social behaviors, such as:
      - Exposure to postsecondary educational opportunities;
      - Community and service learning projects;
      - Peer-centered activities, including peer mentoring and tutoring;
      - Organizational and team work training, including team leadership training;
      - Training in decision making, including determining priorities; and
      - Citizenship training, including life skills such as parenting, work behavior training, and budgeting of resources.

   b) Supportive services include:

- Linkages to community services;
- Assistance with transportation;
- Assistance with child care and dependent care;
- Assistance with housing;
- Referrals to medical services; and
- Assistance with uniforms or other appropriate work attire and work related tools, including items such as eye glasses and protective eye gear.

2. Regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise.
3. Assistance in securing better paying jobs, career pathway development, and further education or training.
4. Work-related peer support groups.
5. Adult mentoring.
6. Financial literacy education
7. Career awareness, career counseling and career exploration services
8. Services necessary to ensure the success of youth participants in employment and/or post-secondary education.

OSOS guides should be used to ensure follow-up services are correctly entered into the data management system, including an OSOS Comment detailing what services were provided, when, by whom, and any outcomes. All incentive follow up documentation must be maintained and recorded in OSOS.

Policy #: 610 Title: Using OSOS to Identify "10 Required Program Elements"

Effective Date: 04/18/13

Amended Date:

Policy Description: OSOS is to be used to report the availability and use of the services identified in the WIA law as the "Ten Required Youth Program Elements."

Reference Documents: w: Policy/OSOS C-G Youth Level 2 Service Definitions and Data Entry Procedures.xls

Procedures: Staff must follow the procedures outlined in the above referenced document. It is an Excel file that can be found on the "W" drive.

Policy #: 610a **Title: Youth Incentive Payments**

Effective Date: 10/15/19

Policy Description: In an effort to promote and reward behaviors and outcomes that will enhance efforts to meet or exceed WIOA Performance Measures, all youth enrolled in the WIOA Youth Program are eligible to earn cash incentive awards, based on the guidelines below. A limit of $450 earned incentives per individual young adult is imposed (not including payments for follow-up information). Payments will be in the form of checks. Total Incentive payments will be capped at $5000 per program year. All incentive awards are subject to the availability of funds.

Program Year 2019 (July 1, 2019 through June 30, 2020) will be a pilot incentive year. Based on available data, when possible, youth milestone achievements will be compared to past data.

Youth Incentive Payments have been extended for Program Year 2020 (July 1, 2020 through June 30, 2021)

Youth Incentive Payments will no longer require annual review and approval for the board (updated 1/17/23)

Reference Documents: TEGL 21-16, 20 CFR 681.640, Follow-up policy #609, ISS Policy # 605

Procedure

Upon achievement of documented milestones outlined below, an incentive award payment will be provided to each youth participant.

Youth career advisors must follow OSOS procedures in documenting and updating milestone goals and incentive achievement in the Individual Service Strategy (ISS). The ISS will include all detailed Milestone options along with awards, required documentation and the individual dates for follow up information to be provided for by each participant. Refer to Policy # 605 Youth Individual Service Strategy. Career advisors will complete a Youth Incentive Payment form and provide documentation outlined below to submit for approval by the Director of the Workforce Investment Office. Career advisors will also maintain a spreadsheet to track the participant and overall total incentive payments.

Milestone payments will be awarded for the following:

- A milestone payment of $100 will be paid to an individual who achieves a measurable skills gain as defined by WIOA. Once youth complete 50 program hours they can test for a measurable skills gain. The 50 hours of instruction can include homework assignments with an instructor identified, timeframe for completion. The homework will be evaluated and approved by the instructor. The homework hours will be documented separately from classroom hours. Youth enrolled in a TASC program will post test in the content area in which they received the lowest pretest score. Proof of attainment shall include verification by testing agency or educational institution.

- A milestone payment of $100 will be achieved upon earning a recognized high school equivalency (TASC). Participant must provide the diploma and their test scores prior to the payment being issued.
- A milestone payment of $50 will be achieved when a participant completes either of the two accomplishments:
    - Career Zone completion and job shadowing, including a thank you note to the business and a write up on the experience.
    - Career Zone completion and attendance at a Columbia-Greene Community College recruitment event and a practice interview with an employer written critique.
- A milestone payment of $100 will be paid to an individual who provides all the appropriate information, as required, during a post-program follow-up survey within the second or fourth quarter. This incentive payment shall be allowed twice, once for information regarding second quarter after exit, and once for information regarding fourth quarter after program exit. Proof of attainment shall include verification by the youth career advisor and entry of information into OSOS. Verification of employment will be documented by the receipt of payroll information. Enrollment in postsecondary will be verified by college documentation which may include one of the following a class schedule, bill, grades etc. Refer to WIOA Follow Up Service Policy #609.

Policy #: 699 Title: Youth Recovery Act Provisions

Effective Date: 4/01/09

Amended Date:

Policy Description: The Recovery Act of 2009 is allowing the Columbia-Greene area to provide an expanded Summer Youth Employment Program utilizing WIA funds

Reference Documents: Training and Employment Guidance Letter No. 14-08

Procedures:
The Columbia-Greene WIA Summer Youth Employment Program is designed to teach youth job skills, develop good work habits, and explore career opportunities.
All youth receive:

Work experience – The majority of students, ages 14 or 15 will participate in a four week career exploration/work simulation experience in one of three areas: food service, videography, or health/science. Students between the ages of 15 to 24 are either placed at a private, non-profit or government worksites for a minimum of six weeks of work. Some participates between the ages of 18 and 24 are allowed a maximum of 23 weeks of work, and may have pay rates above the minimum wage, commiserate with their job responsibilities.

The work readiness component will consists of two parts. The first is the supervisor's evaluations of participants' work skills and performance, which is completed at the end of their first two weeks on the job and then during the last week on the job. The students are also required to complete our SYEP "Skills Book". This manual requires participants to successfully finish a variety of activities during the program. This includes:

- The participant setting short and long term work and education goals
- Developing an understanding of the work skills valued by employers (SCAN Skills)
- Accurately completing a job application and resume
- Completing a weekly journal of what they have experienced and learned.

Participants will be determined to be work ready when they have completed the skill book successfully and have received an employee evaluation with at least a satisfactory rating on the three foundation skills and the five work skills.

Measurable increases in work readiness will be determined by comparing the completeness and accuracy of the participants’ SYEP application forms to the completeness and accuracy of the skill book. It is also measured by the comparison of the first employer evaluation to the final evaluation.

Green jobs will be incorporated into our summer youth program through our coordinated partnership with the Student Conservation Association. The SCA hired 17 students that were referrals from both the WIA summer youth and year-round program.

No apprenticeship programs are available locally.

Outreach for the summer youth program will begin in early May. Outreach to migrant farm workers is done through the local school districts Outreach and recruitment for other needy youth is done by staff who visit all local high schools, County Departments of Social Services, County Probation Departments, Division of Youth Facilities, and local community action agencies.

Worksites that want to participate in the Summer Youth Employment Program must complete an application process that includes providing job descriptions and worksite agreement. This application ensures that the worksite understands the responsibility of sponsoring youth workers, and that they are willing to dedicate staff time to providing appropriate supervision. In addition, to the application, staff of the Career Center have past experiences with summer youth worksites and have knowledge of those organziations that provide valuable, safe work experience opportunities.

Private sector, public sector, and not-for-profit worksites are used. Examples of these include schools, community action agencies, town recreation programs, public work departments, nursing homes, museums, libraries, and private businesses.

All supervisors are required to follow Youth Employment Program regulations such as time and attendance procedures, NYS Child Labor Laws, and to adhere to the Youth Employment Program worksite agreement. This agreement is signed by the worksite administrator and by WIA staff. This information is reviewed verbally and provided in writing during a mandatory worksite orientation, which must be attended by all supervisors. The Career Center staff assigned to the youth program are responsible for monitoring worksites for safety and to ensure that youth are following labor laws. They are also responsible for computing the number of hours youth have worked during each bi-weekly pay period. All participating youth are employees of Columbia-Greene Community College, so the payroll department has each youth’s payrate, which is at least at the minimum wage.

The worksite agreement signed by the worksite and WIA staff certifies that employment of the youth will not adversely impact current employees, impair existing contracts for services or employment, or replace laid off employees.

Youth are matched to worksites based on their goals, interests, and skills whenever possible. They are verbally asked their work preferences based on the following categories: Health Care/Services, Office/Clerical, Child Care, Recreation/Parks, Maintenance/Cleaning, or Customer Service. Although every effort is made to match the youth's career interests with a worksite, there is no guarantee. Due to the lack of public transportation in our area, some youth are placed in jobs not related to their interests.

Policies 700 – 799 Administrative

Policy #: 701 Title: WIOA Administrative Structure: Roles & Responsibilities

Effective Date: July 1, 2015

Amended Date: 5/5/17

Policy Description: The Columbia-Greene Workforce Development Board (WDB) is a non-incorporated entity, established by Columbia and Greene counties to set local Workforce Innovation & Opportunity Act (WIOA) policy in partnership with the Chief Local Elected Officials. The WDB is staffed by an independent contractor (WDB Consulting Director).

Columbia-Greene Community College functions simultaneously in a variety of roles related to the administration of Title I of the Workforce Innovation & Opportunity Act for Columbia and Greene Counties. The college is the chief elected officials' policy designee, Fiscal Agent, and the direct provider of career and training services. For Program Year 2017(PY17) to Program Year 2020 (PY20, the college was also selected by the CG WDB to act as the One Stop Systems Operator. Local competition for the One Stop System Operator role is required minimally every four years (PY21).

The college's administrative structure and operating procedures, as they relate to the administration of the Workforce Innovation & Opportunity Act, have been established to ensure that the college can carry out its responsibilities while maintaining compliance with WIOA, corresponding regulations, relevant OMB circulars, and NYS conflict of interest policies related to the procurement of goods and services.

These regulations understand that in some local areas governmental structures do not have the capabilities to divide responsibilities among numerous organizations to exclude potential service providers from the entire administrative process. This is the situation at Columbia-Greene Community College as it relates to the management of WIOA. A variety of internal controls are in place to prevent any conflict of interest and to ensure that procurement actions are conducted in a manner that provides for full and open competition and prevents the existence of conflicting roles that might bias judgment and/or cause unfair competitive advantage.

Reference Documents: USDOL TEGL No. 9-00
TA #04-19.
WIOA Proposed Regulations: § 679.310, § 679.400, § 679.420, § 679.430

Procedures:
The following highlights the major responsibilities of the Workforce Development Board:

Local Plan:

Provide oversight of the development of the local plan. In partnership with Columbia-Greene Community College, as the chief elected officials' designee, the WDB shall help develop and submit a local plan to the Governor of NYS that meets the requirements in section 108 of WIOA. The CG WDB and CGCC shall also collaborate with other local boards and chief elected officials from the Capital Region in the preparation and submission of a regional plan as described in section 106(c)(2) of WIOA.

Workforce Research and Regional Labor Market Analysis:
Carry out the collection, analysis, and utilization of workforce and labor market information for the region; analyses of the economic conditions in the region, the needed knowledge and skills for the region, the workforce in the region, and workforce development activities (including education and training) in the region; and conduct such other research, data collection, and analysis related to the workforce needs of the regional economy as the board, after receiving input from a wide array of stakeholders, determines to be necessary to carry out its functions.

Convening, Brokering, And Leveraging
Convene local workforce development system stakeholders in the development of local service plans and in identifying non-Federal expertise and resources to leverage support for workforce development activities.

Employer Engagement
Lead efforts to engage with a diverse range of employers and with entities in the region involved to promote business representation on the local board; to support employer utilization of the local workforce development system, to ensure that workforce investment activities meet the needs of employers, and to develop and implement proven or promising strategies for meeting the employment and skill needs of workers and employers, that provide the skilled workforce needed by employers, and that expand employment and career advancement opportunities for participants in in-demand industry sectors or occupations.

Career Pathways Development
Lead efforts, with representatives of secondary and postsecondary education programs, to develop and implement career pathways by aligning the employment, training, education, and supportive services that are needed by adults and youth, particularly individuals with barriers to employment.

Identifying Proven and Promising Practices
Identify and promote proven and promising strategies and initiatives for meeting the needs of employers, and workers and jobseekers (including individuals with barriers to employment), including providing physical and programmatic accessibility to the one-stop delivery system; and identifying and disseminating information on proven and promising practices carried out in other local areas for meeting such needs.

Technology
Develop strategies for using technology to maximize the accessibility and effectiveness of the local workforce development system for employers, and workers and jobseekers.

Selection of Operators and Providers:
Coordinate with New York State to ensure there are sufficient numbers and types of providers of career services and training services. Through a competitive process, and

with the agreement of the chief elected officials (not their designee) select the One Stop Systems Operator. Either through a competitive process, or by CG WDB designation select the providers of local youth, training and career services.

The Consulting Director of the WDB has the responsibility for implementing the competitive process by following standard procurement protocols:

- Request for Proposals (RFPs) will be developed and shall contain a clear and adequate description of the goods and services to be procured; technical requirements, outcomes, and specifications which bidders must fulfill; timeframe for the review of proposals and the awarding of contracts; amount of funds available; and factors to be used in evaluating bids or proposals.
- Proposal (RFP) packages shall be sent to potential service providers contained on any established bidders list, as appropriate according to the type of goods and services to be procured. Also, notice of solicitation of RFPs will either be published in local newspapers, posted on the C-CGCC WIO website (columbiagreeneworks.org), or both.
- All proposals received in response to a solicitation shall be reviewed by the WDB Consulting Director and/or relevant committee members of the Workforce Development Board, depending on the type of goods and services being sought. Copies of the proposals shall be distributed to all required parties.
- The appropriate committee reviewing the submissions will make their award recommendations in the form of a resolution for action by the full Board membership.
- All selected bidders will be required to participate in negotiations with the WDB Consulting Director and/or appropriate WDB Committee members. The award of any contract or agreement shall be contingent upon the satisfactory completion of negotiations and the continued availability of funding.
- Unsuccessful bidders shall be notified in writing within thirty (30) days of the final decision.

Non-competitive negotiation may be used when the awarding of a contract through the RFP process is not feasible. Circumstances include:

- Goods and services to be procured are available only from a single source;
- Urgency for the goods and services will not permit an extended time frame necessary to the RFP process;
- After solicitation of bids through the RFP process, competition is determined to be inadequate.

<u>Program Oversight:</u>
Conduct programmatic oversight for local youth workforce investment activities authorized under section 129(c), local employment and training activities authorized under subsections (c) and (d) of section 134, and the one-stop delivery system in the local area. *Review fiscal reports issued by* Columbia-Greene Community College, (the Chief Elected Officials' designated fiscal agent) to ensure the appropriate use and management of the funds provided for the activities and system described above in a manner that maximizes the performance outcomes under section 116.

Negotiation of Local Performance Accountability Measures:
In partnership with Columbia-Greene Community College, as the chief elected officials' designee, the local board shall negotiate and reach agreement on local performance accountability measures as described in section 116(c) with the NYS Governor.

Coordination with Education Providers
Coordinate activities with education and training providers in the local area, including providers of workforce investment activities, providers of adult education and literacy activities under title II, providers of career and technical education (Carl D. Perkins Career and Technical Education Act of 2006), and local agencies administering plans under Title I of the Rehabilitation Act of 1973 to determine that services are consistent and aligned with the local plan and enhance the provision of services through such activities as cross training of staff, developing procedures for information sharing, coordinating efforts with employers, and other efforts at cooperation, collaboration, and coordination.

The following highlights the major responsibilities of Columbia-Greene Community College through its sub-units of governance:

Fiscal Agent:
As Greene County's designated fiscal agent the Administration Sub-Unit of CGCC will be responsible for the following functions:

- Receive funds
- Ensure sustained fiscal integrity and accountability for expenditures of funds in accordance with OMB circulars, WIOA and corresponding Federal Regulations and NYS policies.
- Respond to audit financial findings.
- Maintain proper accounting records and adequate documentation
- Prepare financial reports.
- Provide technical assistance to subrecipients regarding fiscal issues.
- At the direction of the CG WDB conduct financial monitoring of procured service providers, including local youth workforce investment activities authorized under section 129(c).
- Ensure independent audit of all employment and training programs, including local employment and training activities authorized under subsections (c) and (d) of section 134, and the one-stop delivery system in the local area.

Contract Administration
The Workforce Investment Office (WIO), Academic Affairs Sub-Unit of CGCC will be responsible for assisting the Columbia-Greene Workforce Development Board in the administration of contracts and/or written agreements for the goods and services procured independently by the WDB. WIO's role is the development of contracts to insure they contain the necessary provisions, assurances, and certifications required by the Workforce Innovation & Opportunity Act, its corresponding regulations, and all other federal and state requirements. Invoices for payments on contracts will also be reviewed and authorized by the WIO Director. Any identified issues will be brought to the attention of the Fiscal Agent and/or Workforce Development Board for resolution.

The Workforce Investment Office will be responsible for all procurement transactions (establishing technical requirements, developing requests for proposals, issuing solicitations, negotiating with bidders, developing contracts) for goods and services needed by the one-stop operator/career center.

Local Plan

As the chief elected officials' designee, the Workforce Investment Office will work with the CGWDB to develop and submit a local plan to the Governor that meets the requirements in section 108 of WIOA. The CG WDB and CGCC shall also collaborate with other local boards and chief elected officials from the Capital Region in the preparation and submission of a regional plan as described in section 106(c)(2) of WIOA.

Negotiation of Local Performance Accountability Measures

In partnership with the CGWDB, the Workforce Investment Office, as the chief elected officials' designee, shall negotiate and reach agreement on local performance accountability measures as described in WIOA section 116(c) with the NYS Governor.

One-Stop Operator

The Workforce Investment Office, reports to the Academic Affairs sub-unit of the college, will serve as the one-stop system operator for Columbia and Greene Counties. The current One Stop Systems Coordinator contract will begin on July 1, 2017 and may be extended through to June 30, 2021. The services provided by the consortium include Basic Career Services, Individualized Career Services and Follow-up Services to adults and dislocated workers. The Workforce Investment Office is the only unit of the college with the authority to approve or issue Individual Training Account (ITA) vouchers.

The Workforce Investment Office at Columbia-Greene Community College is eligible to apply to any request for proposals from the Columbia-Greene Workforce Development Board to remain the Columbia-Greene One-Stop Systems Operator.

Provider of Training Services

The following divisions of the Academic Affairs sub-unit of the college may be involved in providing WIOA training services to eligible Adults and Dislocated Workers as described in WIOA section 134(c)(3)(G) :

- Arts & Humanities Division
- Behavioral & Social Sciences Division
- Mathematics & Science Division
- Technology Division
- Nursing Division
- Community Services Office (non-credit)

This training currently takes place through Individual Training Accounts and the Eligible Training Provider list system.

All offices within the Academic Affairs sub-unit of the college are eligible to apply for any RFP issued by the Columbia-Greene Workforce Development Board related to the provision of adult and/or dislocated worker classroom training services, if the WDB ever chooses to provide contracted training services.

Provider of Adult and Dislocated Worker Career Services
The Workforce Investment Office, through its partnership in the Career Center provides basic career services, individualized career services, and follow-up services to adults and dislocated workers.

Youth Services
The Workforce Investment Office, through its partnership in the Career Center, provides WIOA Framework Services to youth. These services include: Intake; Objective Assessment that includes career pathway information; Individual Service Strategy that includes career pathway options; Case Management; Supportive Services; and, Follow-up Services.

All offices within the Academic Affairs sub-unit of the college are eligible to apply for any RFP issued by the Columbia-Greene Workforce Development Board related to the provision of youth program element services.

Code of Conduct

This code of conduct is intended to set forth certain standards governing the performance of members of the Columbia-Greene Workforce Development Board, Columbia-Greene Community College, and C-GCC's Workforce Investment Office, including all officers, employees, or authorized agents of the aforementioned organizations engaged in the award and administration of contracts supported by federal funds. These standards are designed to protect these individuals from accusations and/or implications of official misconduct, unethical behavior and conflict of interest, either real or perceived. Except as otherwise permitted or provided by federal, state, or local laws, rules and regulations, the following provisions shall apply:

- Members of these organizations engaged in the award and administration of contracts supported by federal funds, may not vote on any matter that would provide direct financial benefit to the member or the member's immediate family*, nor on matters of the provision of services by the member or the entity the member represents.
  * Immediate Family: Any person related within the first degree of affinity (marriage) or consanguinity (blood) to the person involved.
- No member of these organizations engaged in the award and administration of contracts supported by federal funds, may participate in a decision in which the person has a direct or indirect substantial interest, particularly a financial interest, which is in conflict with the discharge of the duties of the Office.
  * Substantial interest: A person owns 10% or more of the voting stock, owns 10% or more or owns $5,000 or more, of the fair market value of a business, or funds received by the person from the business exceed 10% of the person's gross income for the previous year; or if the WIO member is related to a person in the first degree of affinity or consanguinity who has a substantial interest as defined previously.

Prior to a discussion, vote, or decision on any matter before the Columbia-Greene Workforce Development Board, if a member, or a person in the immediate family of such member, has a substantial interest in or relationship to a business entity, organization or property that would be peculiarly affected by any official WDB action, that member shall disclose the nature and extent of the interest or relationship and shall abstain from voting on or in any other way participating in the decision on the matter. All such abstentions shall be recorded in the minutes of the WDB meeting.

Policy #: 702 **Title: Financial & Program Oversight**

Effective Date: July 1, 2004

Amended Date: March 17, 2015

Policy Description: Columbia-Greene Community College is the fiscal agent for WIA Title IB funds. As such, it is responsible for the fiscal monitoring of all sub-recipient operations. The Workforce Investment Board of Columbia & Greene Counties is responsible for certifying the One-Stop Career Center and approving youth sub-contracts, and as such, it is responsible for all programmatic monitoring.
The purpose of the monitoring will be to:

1. Determine that expenditures have been made against the cost categories and within cost limitations specified in the Act and the regulations.
2. Determine whether or not there is compliance with other provisions of the Act and the regulations and other applicable laws and regulations.
3. Provide technical assistance as necessary and appropriate.

Monitoring shall be conducted primarily for the purposes described above. However, the following additional benefits are expected:

1. To assist the fiscal agent and its contractors in meeting program objectives and improving systems for efficient program administration.
2. To assist in improving the quality of services provided to eligible WIA participants.
3. To provide a basis for program revision.
4. To assist in planning for each subsequent program year.

Monitoring shall occur through interviews, observations, and program data evaluation. The mandated annual on-site monitoring will be conducted. Such monitoring is to ensure compliance with the Act, the regulations, and relevant OMB circulars. The monitoring process shall include, but not be limited to the review of systems, activities and services.

Reference Documents: TA #04-19.

Procedures:

ENTITIES TO BE MONITORED
Listed below are the organizations that will be monitored, a description of their WIA Title IB role, an explanation of the type of monitoring to be conducted, and the titles of the person(s) responsible for conducting the monitoring:

1. Workforce Investment Office at Columbia-Greene Community College. This office is the WIA Title IB partner in the consortium responsible for operating the One-Stop Career Center. Programmatic monitoring of all grants received by WIO will be conducted in-house, by an Assistant Director. Also, the WIB Director will conduct formal monitoring of all WIA Title IB programs. Because the College is also the WIA Fiscal Agent, no local fiscal monitoring will be conducted. However, the College completes an annual audit as required in OMB Circular A-133.

2. Youth Providers. When the WIB approves any youth sub-contracts then programmatic monitoring will be conducted by the WIB Director. Fiscal monitoring will be conducted by the Assistant Director for Accounting, Business Office, CGCC. The mandated annual on-site monitoring will be conducted..

MONITORING TOPICS

Listed below are the topics that will be covered through the monitoring process:

Fiscal Topics:
- Cost Allocation
- Cost Limitations & Categories
- Cost Allowability
- Financial Reporting
- Expenditure Rates
- Confirmation that OMB Circular A-133 Audit Requirements are fulfilled by subcontractors

Programmatic Topics:
- Eligibility and Records Review
- Delivery of Services
- Quality of Services
- Customer Satisfaction
- EEO Requirements/Grievance Procedures
- Data Validation
- Performance Requirements

Each program year comprehensive monitoring will be performed and a follow-up review will take place to verify that corrective action to any deficiencies has occurred. Where compliance monitoring alone cannot achieve the ends of managerial monitoring (to identify cause and appropriate corrective action), the Workforce Investment Office Director and/or the WIB Director will determine the scope of additional systems monitoring. Issues that may result in additional monitoring include:

- Subrecipients with prior audit or monitoring findings or history of poor performance
- Programs administered by inexperienced subrecipients
- Subrecipients that have inexperienced staff or have experienced a change in key staff
- Programs where the subrecipient has requested an on-site visit
- Subrecipients that are not financially stable
- Subrecipients that have not conformed to terms and conditions of previous awards

Programmatic monitoring shall produce standardized reports of monitoring and self-evaluation activities, and the observations resulting therefrom. The reports shall make recommendations for corrective action (improvement) whenever it identifies, non-compliance with Federal, State or contractual requirements, or identifies needs to improve existing systems, procedures, or practices.
Fiscal Monitoring will occur on a quarterly, and annual basis. Desk Reviews will be performed insuring that all sub-contractor fiscal reports and cash reimbursement requests fall within the approved contract budget. Written reports will only be generated when compliance issues arise. A yearly report will be completed comparing the contract budget to the actual costs incurred.

Monitoring activities shall include:

- Appropriate and comprehensive reviews as delineated above.

- Written reports providing sources, findings of the review, causal factors, and possible options for improvement. If corrective action is necessary, recommendations will be included.
- The WIO Director will review findings, causal factors, options and recommendations.
- When corrective action is deemed necessary recommendations made shall be the result of the Monitors' and the WIO Director's analysis of the circumstances surrounding the area of concern. When appropriate and/or feasible, consultation will be made with relevant WIB committees, and/or state and local personnel to ensure that recommendations are adequate, realistic and consistent with Columbia-Greene's and/or New York State DOL operations policies.
- Written direction by the WIB Director to the subcontractor monitored as to corrective action required shall be provided and the name of individuals who are available to provide technical assistance will be included. For youth sub-contracts, that individual will be either the WIO Assistant Director responsible for youth programming or the WIO Director. For the One-Stop Career Center that individual will be either be a NYS DOL Workforce Division expert or a hired consultant.
- When corrective action is necessary, the sub-contractor shall be expected to respond to the monitoring observations and shall respond to the report as set forth in the transmittal letter prepared for the Workforce Investment Board's Director's signature. Such transmittal letter shall be the basis of the sub-contractor's timely response, as well as the follow-up actions that will be taken by the original monitoring personnel.
- Follow-up by the Monitor and/or WIO Director to ensure that the corrective action(s) required have been accomplished will include an on-site visit, possible interviews with relevant staff and/or participants and review of required documents.
- Written report on follow-up review, providing observations and recommendations results.
- Review of the follow-up report by the Monitor, and, when appropriate, the WIO Director, and relevant WIB committees. If the issue(s) are not satisfactory addressed then written direction by the WIB Director or the WIO Director to the entity monitored as to further corrective action required, with deadlines, shall be provided, including possible sanctions. Possible sanctions may include the modification of subcontractors funding award and ineligibility for refunding.

Monitoring reports will be distributed to the following individuals:
- The Director of the Workforce Investment Office.
- The Director of the Workforce Investment Board of Columbia & Greene Counties
- The Chairperson of the Workforce Investment Board of Columbia & Greene Counties
- The Chairperson of the appropriate WIB committee, including the Youth Council
- The Chief Operating Officer and/or operations unit of the sub-contractor being monitored

A copy of all written reports, responses, and back-up material/documents/notes collected in conjunction with each review will be maintained on file in administration and appropriately cataloged for future reference.

Policy #: 703 **Title: Personnel Cost Allocation**

Effective Date: 7/1/2002

Amended Date: 7/1/2004
4/1/2016

Policy Description: This cost allocation plan describes how allowable costs are identified, accumulated and assigned/allocated to the appropriate cost objectives. The methodology and procedures detailed in the plan have been developed in accordance with Generally Accepted Accounting Principles (GAAP) utilizing WIOA / NYSDOL rules and regulations.

Reference Documents: CGCC Board of Trustees Policy Manual
OMB Circular A-21

Procedures:

1. WIOA Administration
   - Executive - The overall strategic planning, management and supervision of the programs, including membership on the WIB, and WIB Committees.
     Personnel: Director, Associate Director
   - Monitoring - The process of reviewing and analyzing the provision of all programs to assure compliance, performance and impact of services.
     Personnel: Assistant Directors
   - Administrative Support (Clerical) - Costs associated with the support of the administrative functions.
     Personnel: Clerk/Typist

2. Programmatic Functions - The programmatic functions are those that have been determined to benefit the grants directly or indirectly. The costs for which the benefit can be directly tracked will be directly charged to the benefiting grant and cost category. All costs associated with staff are charged according to monthly time distribution sheets to determine the grant charged and the cost category. All time distribution sheets are filled out based on their calendar's account of their time spent on a particular grant and cost category. The time allocation sheets are signed by the individual staff person to ensure accuracy.
   Indirect costs are charged based on enrollment.

   - WIOA Career Services - These services are available to everyone, and are provided by all partners in the One Stop System. This includes WIO, Columbia-Greene Community College, DOL, ACCESS-VR, and Questar staff. These services include:
     - Determination of whether the customers are eligible to receive assistance.
     - Outreach, intake, and orientation information.
     - Initial assessment of skill levels (including literacy, numeracy, and English language proficiency), aptitudes, abilities, and support service needs.

- Labor exchange services including job search and placement assistance, and where appropriate, career counseling (including provision of information on in-demand industry sectors and occupations, and nontraditional employment.
- Providing referrals to and coordination of activities with other programs and services, including programs and services within the one-stop delivery system and other workforce development programs.
- Providing workforce and labor market employment statistics information relating to local, regional, and national labor market areas, including job vacancy listings, the skills necessary to obtain those jobs, and local in-demand occupations
- Providing performance information and program cost information on the career center, eligible training providers, eligible youth service providers, providers of adult education activities, providers of post-secondary vocational activities, and providers of rehabilitation activities.
- Information on the availability of WIOA support services, including child care and transportation.
- Information on the availability of support services offered by other government programs such as health care, SNAP, SSI, SSDI, and TANF
- Providing information regarding filing claims for unemployment compensation.
- Assistance in establishing eligibility for programs of financial aid for training and education that are not funded under WIOA.
- Comprehensive and specialized assessments of skill levels.
- Individual employment plans.
- Individual and group counseling services for career planning and career pathway purposes
- Case management.
- Short-term prevocational services.
- Internships and work experiences that are linked to careers.
- Workforce preparation activities.
- Financial literacy services
- Out of area job search assistance and relocation assistance.
- English language acquisition and integrated education and training programs
- Follow-up services for participants who are placed in unsubsidized employment for less than twelve months.

Cost Categories: WIOA Adult Program
WIOA Dislocated Workers Program

Personnel: Assistant Directors, Associate Director

- Training Services - In general, funds awarded to the local WIB for adults and dislocated workers must be used to provide training services to adults and dislocated workers who:
  - After an interview, evaluation, or assessment and career planning, have been determined by staff to:

- Be unlikely or unable to obtain or retain employment through Career Services that leads to economic self-sufficiency or wages comparable to or higher than previous wages.
- Be in need of training services and are determined to have the skills and qualifications to successfully participate.

- Select programs that are directly linked to employment opportunities
- Meet the financial need requirements
- Satisfy any priority system adopted by the Workforce Development Board

Training Services may include:

1. Occupational skills training through Individual Training Accounts
2. On-the-Job Training
3. Incumbent worker training
4. Combination programs of workplace training with related instruction
5. Skill upgrading and retraining
6. Entrepreneurial training
7. Transitional job options
8. Job Readiness training in combination with any of the above
9. Adult Education and literacy
10. Customized training with a commitment by employers to hire a successful graduate.

Cost Categories: WIOA Adult Program, WIOA Dislocated Workers Program
Personnel - Assistant Directors

- Youth Services – These framework services are available to youth between the ages of 16-24 who meet certain eligibility requirements.
  - Intake
  - Objective Assessment that includes career pathway information
  - Individual Service Strategy that includes career pathway options
  - Case Management
  - Supportive Services
  - Follow-up Services

Cost Categories: WIOA Youth Program: In/Out and Youth Work Experience. Note 75% of the Youth funds must be spent on Out of School Youth and a minimum of 20% on Work Experience.
Personnel - Assistant Directors

- Information Systems - The process of inputting WIA customer information in various tracking systems. This includes registration, enrollment, exit, and follow-up information.

Cost Categories: WIA Adult Program
WIA Dislocated Workers Program
WIA Youth In/Out Program
Personnel - Assistant Directors, Clerk/Typist

- Supervision - The process of overseeing the work of Associate Directors, Assistant Directors and Clerks and any temporary staff as they perform programmatic functions.

Cost Categories: WIOA Adult Program
WIOA Dislocated Workers Program
WIOA Youth In/Out Program

Personnel - Director, Associate Director

3. COST ALLOCATION OF JOB POSITIONS

The following position descriptions should be allocated to the appropriate cost categories:

WIA Administration
WIA Adult Program
WIA Dislocated Workers Program
WIA Youth: In/Out/Work Experience Program

The description of each position is presented for the purpose of assignment of functions and cost allocation. All staff maintain a calendar and notations are made on the calendars to designate the appropriate program activity. The calendars are used on a monthly basis by all staff to determine the time distribution percentage among program activities and funding streams. This information is recorded on Staff Time Allocation Sheets, which are kept for a period of three years.

The Time Allocation Sheets are used to assign costs for both salary and benefits. ***The benefits available to CGCC personnel are outlined in the CGCC Board of Trustees Policy Manual. There is one benefit available to CGCC employees that cannot be charged to federal funds. OMB Circular A-21(J)(10)(f)(2) states: "Tuition benefits for family members other than the employee are unallowable for fiscal years beginning after September 30, 1998.***

The applicability section from the OMB Circular states:
3. Applicability.
a. All Federal agencies that sponsor research and development, training, and other work at educational institutions shall apply the provisions of this Circular in determining the costs incurred for such work. The principles shall also be used as a guide in the pricing of fixed price or lump sum agreements.
b. In addition, Federally Funded Research and Development Centers associated with educational institutions shall be required to comply with the Cost Accounting Standards, rules and regulations issued by the Cost Accounting Standards Board, and set forth in 48 CFR part 99; provided that they are subject thereto under defense related contracts.

If this benefit is ever utilized by a WIOA funded employee, college operating funds will be used to cover the expense.

The Positions are as follows:

A. Director - This position is both administrative and programmatic in nature. Administrative responsibilities include serving as a member of the WIB, and managing all contracts and budgets. Program responsibilities include operating the One-Stop Career Center and supervision of direct program staff and their activities.
   Allocation of Costs: Costs are allocated based on time distribution between administrative and program activities.

B. Associate Director - This position is both administrative and programmatic in nature. Administrative responsibilities include serving as a member of WIB committees and managing OJT and youth contracts. Program responsibilities include the provision of core, intensive and training services to adult and dislocated workers and supervision of direct program staff.

   Allocation of Costs: Costs are allocated based on time distribution between administrative and program activities.

C. Assistant Director of Accounting - This position is completely administrative in nature and manages all accounting and reporting functions for funds received by the Workforce Investment Office.
   Allocation of Costs: One hundred percent charged to Columbia-Greene Community College.

D. Assistant Directors - These positions are responsible for providing core, intensive training support services. They meet with customers in group and one on one settings to assist with job search, assessment, and potential training options, if applicable. These positions are programmatic in nature. The allocation of time is documented in each Assistant Director’s calendar, and recorded on monthly time distribution sheets.
   Allocation of costs: The major percentage will always be Programmatic, unless functions and documentation indicate an allocation to other categories (usually for monitoring responsibilities.

E. Clerk/Typist - This position provides clerical, receptionist and accounting support to professional WIA staff.
   Allocation of Costs: Costs are allocated based on time distribution between administrative and program activities.

Policy #: 704 **Title: Inventory Control**

Effective Date: 7/01/06

Amended Date:

Policy Description: Inventory will be managed in accordance with federal, state and college regulations and policies.

Reference Documents:

Procedures:

Equipment:
All items with a purchase price of over $500 (CGCC guidelines, auditors use $1,000) AND has a useful life of over one year are considered equipment.

All **EQUIPMENT** must have an inventory tag affixed to it and be logged into the Fixed Asset Software and in the WIA inventory file in excel.

Any **EQUIPMENT** purchased with Federal Funds and has an acquisition price (not including trade-in values) of over $5,000 must be considered federal property. Specific written approval from the NYSDOL must be obtained prior to the purchase or disposal of this property. ***[NOTE] An approved budget does NOT constitute prior approval.**

This request should include the following:
- Description of equipment,
- Actual or estimated cost of equipment,
- Why it is needed,
- Price quote(s) of equipment with supporting documentation
- Who will be using it
- Where will it be located

PURCHASE of PROPERTY and EQUIPMENT
COMPUTERS
1. A **"Technology Needs Form"** must be completed by the WIA Director. This form includes information regarding the equipment that will be replaced (Asset #, Serial #, brief description). It notates whether this equipment is available for transfer (relocation) to be used by the college. Then the form requests information regarding the new equipment.
2. A CIS representative reviews this form and fills in the system requirements needs information. The CIS department then forwards this form onto the purchasing dept. who makes sure that system requirements are met when completing the purchase order.

3. Upon purchase order approval, the equipment is ordered, entered into the Asset Mgt System, and the WIA inventory file in Excel, and assigned an inventory tag.
4. Upon receipt of the equipment, the inventory tag is placed on the piece.

<u>AUDIO/VISUAL AND OTHER EQUIPMENT</u>

1. Upon purchase order approval, the equipment is ordered, entered into the Asset Mgt System, and the WIA inventory file in Excel and assigned an inventory tag.
2. Upon receipt of the equipment, the inventory tag is placed on the piece.

TRANSFER/DISPOSAL of PROPERTY and EQUIPMENT

1. Upon replacement of old equipment such as computers, copiers, printers, etc., the Workforce Investment office will sometimes transfer items to the college for continued use.
2. The official **"CGCC** Equipment **Transfer/Disposal Notification Form"** must be completed. (Description, Asset Tag #, Serial #, Dept transferring from, responsible party, dept transferring to, new responsible party, and date) This form is generated by CIS (for computer items)

Unless the property has been deemed FEDERAL property, the responsible party will be changed in the Asset Management System and a new inventory tag will be placed on the piece. For inventory audit trail purposes, the green WIA tag will not be removed. If the equipment is deemed FEDERAL, the NYSDOL tag and WIA tags must remain on the equipment until such time as the equipment becomes obsolete or damaged beyond repair. Responsibility of this equipment remains with WIA.

DISPOSAL

1. The official **"CGCC** Equipment **Transfer/Disposal Notification Form"** must be completed. (Date, Equipment, Desc, Asset Tag #, Serial #, Dept Disposing of, Reason, current locations)
2. Should equipment be determined to be obsolete or damaged beyond repair, the equipment can be discarded, or turned over to CIS or AUDIO VISUAL for parts to be used for repair to other equipment. A record of the method of disposition has to be documented and the item removed from property listings.
3. Prior approval must be obtained from NYSDOL prior to FEDERAL equipment disposal.
4. If an item deemed to be FEDERAL is lost due to theft or destroyed by fire, flood, or other events, the Office of General Services must be notified within twenty-four hours of the event.

MAINTENANCE OF COMPUTERS

The CIS department is responsible for the repair and maintenance of all computer or computer related equipment on CGCC's campus. The computers have been configured with up-to-date antivirus software that automatically updates itself and the computers have been configured to automatically install windows critical security patches when they become available. The college has a firewall on our network that further protects all of our computers from harmful things on the outside world.

MAINTENANCE OF OTHER EQUIPMENT

For equipment, other than items that are computers or directly linked to the computers, maintenance agreements are purchased.

INSURANCE COVERAGE
Insurance coverage is provided to the Workforce Investment Office by the college and included in the monthly rent.

OTHER
In the instances where property, of material value, is owned by another entity at a department location, designated staff or asset custodian must ensure that there is proper insurance coverage.
The Assistant Director of Accounting is responsible to maintain the equipment records for WIA in an excel based spreadsheet program and to perform an annual physical inventory of all items at a minimum of once every two years. CGCC's Purchasing department is responsible to maintain the equipment inventory records on the Asset Management Software.

Policy #: 705 **Title: Procurement**

Effective Date: 7/01/06

Amended Date: 1/4/16

Policy Description: All procurement transactions of the Columbia-Greene Community College Workforce Investment Office (C-CGCC WIO) shall be conducted in a manner which provides, to the maximum extent possible, for open and free competition. Policies and procedures governing procurement shall ensure that goods and services are obtained in an effective and efficient manner, consistent with the provisions of applicable federal, state and local laws, rules, and regulations. These procedures only address procurement decisions made on behalf of the WIO. It does not address the procurement procedures for the Columbia Greene Workforce Development Board. Those policies and procedures can be found in Policy 701 and in the Columbia-Greene Workforce Development By-Laws.

Reference Documents: Policy 701

Procedures:

Code of Conduct

This code of conduct is intended to set forth certain standards governing the performance of CGCC WIO employees, or authorized agents of the C-CGCC WIO engaged in the award and administration of contracts supported by federal funds. These standards are designed to protect these individuals from accusations and/or implications of official misconduct, unethical behavior and conflict of interest, either real or perceived. Except as otherwise permitted or provided by federal, state, or local laws, rules and regulations, the following provisions shall apply:

- CGCC WIO employees, or authorized agents of the C-CGCC WIO engaged in the award and administration of contracts supported by federal funds, may not vote on any matter that would provide direct financial benefit to the member or the member's immediate family, nor on matters of the provision of services by the member or the entity the member represents.
    - Immediate Family: Any person related within the first degree of affinity (marriage) or consanguinity (blood) to the person involved.

- CGCC WIO employees, or authorized agents of the C-CGCC WIO engaged in the award and administration of contracts supported by federal funds, may not participate in a decision in which the person has a direct or indirect interest, particularly a financial interest, which is in substantial conflict with the discharge of the duties of the Office.
    - Substantial interest: A person owns 10% or more of the voting stock, owns 10% or more or owns $5,000 or more, of the fair market value of a business, or funds received by the person from the business exceed 10% of the person's gross income for the previous year; or if the WIO member is related

to a person in the first degree of affinity or consanguinity who has a substantial interest as defined previously.

Procurement Authority/Delegation of Responsibility

The responsibility for all procurement transactions (e.g. technical requirements, requests for proposals, solicitations, negotiations, contracts, etc.) has been delegated to the C-CGCC WIO Director. He/She is authorized to sign on all contract transactions, unless otherwise required by federal or state authority.

Maintenance of Bidders List

A "bidders list," containing the names and addresses of potential service providers who have made a written request to be placed on such a list, shall be maintained.

Solicitation invitations and Request for Proposal packages shall be sent to all potential service providers on the bidders list, as appropriate, according to the type of goods and services being sought.

Service providers located in the Workforce Investment area of Columbia and Greene counties will be given priority as appropriate.

Additionally, efforts will be made to utilize small business and women and minority-owned business sources of goods and services.

Methods of Procurement

The C-CGCC WIO follows C-CGCC procedures or state guidelines; purchases are made from the State Contract whenever possible. Procurement shall be made by one of the following methods as described below:

Competitive Negotiation.

Proposal (RFP) packages shall be sent to potential service providers contained on the established bidders list, as appropriate according to the type of goods and services to be procured. Also, notice of solicitation of RFPs will either be published in local newspapers, posted on the C-CGCC WIO website (columbiagreeneworks.org), or both.

RFPs shall contain a clear and adequate description of the goods and services to be procured; technical requirements, outcomes, and specifications which bidders must fulfill; and factors to be used in evaluating bids or proposals.

All proposals received in response to the solicitation shall be reviewed by the WIO Director, other staff as assigned, and/or members of the Workforce Investment Board, depending on the type of goods and services being sought. Copies of the proposals shall be distributed to all required parties.

All selected bidders will be required to participate in negotiations with the C-CGCC WIO Director. The award of any contract or agreement shall be contingent upon the satisfactory completion of negotiations and the continued availability of funding.

Unsuccessful bidders shall be notified in writing within thirty (30) days of the final decision.

<u>Non-Competitive Negotiations (Sole Source).</u>
Non-competitive negotiation may be used when the awarding of a contract through the RFP process is not feasible. Circumstances include:

- Goods and services to be procured are available only from a single source;
- Urgency for the goods and services will not permit an extended time frame necessary to the RFP process;
- After solicitation of bids through the RFP process, competition is determined to be inadequate.

<u>Purchases.</u>
Small purchases relates to the procurement of services, supplies, or equipment (which are exempt from other procurement requirements).
Out-of-Pocket: With prior permission of the Director, staff will be reimbursed for out-of-pocket expenses incurred for purchasing supplies of $100.00 or less.

- Less than $5,000: Procurement procedure is informal. Selection criteria include price, quality, quantity, service/repair, and delivery time.
- Purchase will be authorized by the Director, but criteria may be determined and documented by C-GCC WIO staff, under the direction of the Director.
- More than $5,000: At least three quotes should be obtained if possible. Items which are available as a result of state or local government bidding procedures can be purchased without the three quotes.

Unadvertised and noncompetitive negotiations may be used to award a contract for personal or professional services when it can be determined to be necessary and in the best interest of the C-CGCC WIO.

We procure items available as a result of state bidding procedures whenever possible. When items are not available through state bidding procedures, we follow College procedures or state guidelines, whichever has the lower minimum bidding amount.

<u>Contract Administration</u>
All contractors shall be required to submit performance reports and invoices in accordance with the schedule outlined in the contract. Invoices shall be reviewed and authorized by the Director. For contracts that provide services to customers, performance reports will be reviewed by the Director.

<u>Complaints/Protests</u>
Complaints and/or protests regarding contractor selection shall be limited to violations of federal, state, or local laws.

<u>Record Keeping</u>

Records of sufficient detail, including formal procurement transactions, shall be maintained. Records shall include mailing lists, responses, requests for proposals, contracts, communications including rejection notices, and any other pertinent information.
All records will be maintained for a period of three years following final payment and closures of all pending matters.

Review of Policy
The C-CGCC WIO Procurement Policy shall be reviewed and updated annually.

Policy #: 705.1 **Title: Purchasing Procedures**

Effective Date: 7/15/14

Amended Date:

Policy Description: Career Center Staff who need to purchase supplies using WIA funds (or other grants administered by the Workforce Investment Office) must follow CGCC purchasing procedures, while also keeping the Assistant Director for Accounting informed of all purchasing plans.

Reference Documents:

Procedures:
In order to keep track of fund obligations in a timely manner it is important to keep the Assistant Director for Accounting informed of all purchasing plans. The procedure for keeping the Accountant informed depends on the method followed to arrange the purchase:

- Requisition and Travel Approval Forms: Once the form is complete and the Director has signed, the form should be forwarded to the WIA Accountant. The Accountant will be responsible for forwarding the Requisition or Travel form to the Dean for Signature. If time is a consideration, a copy of the form can be sent to the WIA Accountant and the staff member can proceed in obtaining the Dean's signature before submitting the form to the CGCC Purchasing Office.
- CGCC Purchasing Office: Certain items can be bought simply by contacting the Purchasing Office. This includes things like business cards, printer supplies and parts, etc. The WIA Accountant should be copied on all emails regarding these types of purchases.
- CGCC American Express Card: The Accountant must be notified at the time of order, for any items purchased with the college's American Express Card. If the purchase was made through a website, the confirmation form or email should be forwarded to the WIA Accountant. If the purchase is made through a phone order an email should still be sent to the WIA Accountant, identifying the item bought.

Note: All correspondence with the WIA Accountant should identify the fund(s) to which the item(s) should be charged.

Note: Staples, Inc. orders to not need to follow these procedures.

Policy #: 706 **Title: Eligible Training Provider List**

Effective Date: 1/15/07

Amended Date: 3/22/12
7/17/18

Policy Description: Section 122 of WIOA, its associated regulations, and NYS DOL implementing policy directives require that local WDBs utilize the NYS Eligible Training Providers (ETP) website.

The New York State Eligible Training Provider List (ETPL) was established in compliance with the Workforce Investment Act of 1998 and continues under the Workforce Innovation and Opportunity Act (WIOA). The purpose of the ETPL is to present a broad and diverse selection of training choices to support employment goals of individuals. Training providers must be listed on the ETPL in order to receive WIOA funding through an individual training account or grant (ITA/ITG). To be listed initially on the ETPL, a training provider's program must be evaluated and approved by a Local Workforce Development Board (LWDB). After a training provider's program(s) have been approved for initial eligibility, the program(s) will be required to undergo an evaluation for Continued Eligibility after one year.

Training providers and offerings must be listed on the ETPL in order to receive WIOA funding through an Individual Training Account (ITA).

All Registered Apprenticeship programs are automatically eligible for inclusion on the ETPL. NYSDOL's Registered Apprenticeship training office will inform Registered Apprenticeship sponsors of their right to be included on the ETPL through mail and email. NYSDOL will notify Registered Apprenticeship Program Sponsors of their initial and continued eligibility on the ETPL.

Reference Documents: TA 06-7
ETP Manuals
TA #18-2.2 (Aug 9, 2018)

Procedures: Staff responsible for managing Columbia-Greene's ETPL need to keep up-to-date with current procedures and check the website on a weekly basis for messages, issues and requests. Staff will accept applications, determine if training offerings are for in-demand occupations, assist training providers that wish to be placed on the ETPL by providing information on the application process, and determine the Initial Eligibility and Continued Eligibility of training providers and their offering(s).

PDF Manuals will be kept on the "w" drive in the Policy folder

Additional Information may be accessed at the NYS DOL homepage:
https://labor.ny.gov/workforcenypartners/lwda.shtm

Policy #: 706.1 Title: Initial Eligibility Review Process for Training Providers

Effective Date: 1/15/07

Amended Date: 6/30/18

Policy Description: Training providers and offerings must be listed on the ETPL in order to receive WIOA funding through an Individual Training Account (ITA). Training provider offerings should align with local labor market demands and emerging/targeted occupations. It will be the responsibility of Career Center staff to manage the review process, on behalf of the WDB.

Reference Documents: TA 06-7 - Rescinded
TA 18-2.1
Workforce Innovation and Opportunity Act of 2014 §122 and §134(c)(3)(F) and (G).
Regulations: Workforce Innovation and Opportunity Act, Part 680 Subparts C and D.

Procedures:

Initial Eligibility

Initial eligibility is based on the training provider/offering's authority or authorization to operate as determined by the LWDB.

a. Period of Initial Eligibility: 12 months from the date the training provider/course offering is first approved for listing on the ETPL.

b. Training Providers Eligible to Receive Funding: An institution of higher education that provides a program that leads to a recognized postsecondary credential; an entity that carries out programs under the National Apprenticeship Act; or another public or private provider of a program of training services, including community-based organizations, joint labor-management organizations, and eligible providers of adult education and literacy activities under Title II if activities are provided in combination with one or more of the following training services:

   - Occupational skills training;
   - On-the-job training (OJT);
   - Incumbent worker training;
   - Programs that combine workplace training and related instruction, which may include cooperative education programs;
   - Training programs operated by the private sector;
   - Skill upgrading or retraining; or
   - Entrepreneurial training.

c. Courses: Approved providers are not required to list their entire course catalog on the ETPL. A single course offering (can be generic) should be submitted to gain entry to the ETPL with additional course offerings added when a WIOA participant wishes to enroll in a specific course.

d. WIOA Funding: Inclusion of a provider on the ETPL does not entitle or assure that the provider will receive funding from a LWDB. Course offerings being funded must provide training for an occupation identified by the LWDB as an in-demand occupation in the Local Workforce Development Area (LWDA). Training providers not listed on the ETPL may receive WIOA training funds if the training is considered on-the-job training, customized training, incumbent worker training or transitional employment.

e. Out-of-State Providers: Providers that do not have an in-state training facility may apply to any LWDB that is willing to approve out-of-state providers. If approved, the provider will be added to the ETPL.

During the Initial Eligibility Review Process LWDB staff are responsible for the following:

a. Notifying providers of the opportunity to apply to be on the ETPL.
b. Acting on a training provider's offering application within 30 days of receipt.
c. Setting levels of expected program-specific performance.
d. Ensuring that training providers submit for consideration performance and cost information for each course offering.
e. Requiring that training providers be in compliance with State laws by having a current license, certification, registration, approval or exemption from the appropriate State and/or federal oversight agency.
f. Evaluating the experience and reputation of the training provider and the schedule of offerings.
g. Considering other information that may be locally relevant in making a determination of funding eligibility.

Apprenticeship Programs

WIOA grants Registered Apprenticeship programs registered with the U.S. DOL or NYS DOL automatic eligibility to the State ETPL, they are also eligible for Continued Eligibility. Additionally, Registered Apprenticeship programs are subject to an abbreviated application process to be placed on the ETPL. Registered Apprenticeship Program Sponsors must provide the following for inclusion on the ETPL:

The occupation(s), The name and address of the sponsor, The name and address of Related Instruction Provider; Method/Training Approach (Time-based, Competency-based or Hybrid), Length of instruction; and Number of apprentices.

Policy #: 706.2 Title: Continued Eligibility, Retention of Initial and Continued Eligibility and Denial of Eligibility

Effective Date: 1/15/07

Amended Date: 8/20/12
8/9/18

Policy Description: As required by WIOA, the State established a procedure to Local Boards to determine Continued Eligibility, Retention of Initial & continued Eligibility and the Denial of Eligibility.

As required by WIOA and its associated regulations, the State established a procedure for Local Board use in determining the continued eligibility of a training provider to remain on the State ETP list after the period of initial eligibility. Providers must submit performance and program cost information for offerings that have been on the state list for at least 12 months. The Local Board may retain provider offerings on the ETP list that they determine have met minimum levels of performance as established by their local area. Every 24 months a review will occur. It is the responsibility of Career Center staff to provide the appropriate WDB committee with the relevant information necessary for the committee to make its recommendation.

Reference Documents: TA 06-7
Columbia-Greene ETP - Subsequent Eligibility Evaluation Checklist
W:\WIB\Committees\z-old skill standards\Provider Subsequent Eligibility Checklist0906.doc
TA #18-2.2
PDF Manuals will be kept on the "w" drive in the Policy folder
Additional Information may be accessed at the NYS DOL homepage:
https://labor.ny.gov/workforcenypartners/lwda.shtm.

Procedures:

Continued Eligibility

After a training provider has reached the end of the 12-month period of Initial Eligibility, Career Center staff will perform a Continued Eligibility review of the provider.

a. Training Provider must complete performance and program cost information for offerings that have been on the ETPL for 12 months.
b. LWDB, Business Services Committee will review the information and make a determination to approve the training provider for a period of Continued Eligibility, or remove it from the ETPL.
c. Approval: If approved, the period of Continued Eligibility is 24 months from the date the training provider/offering is reviewed and granted Continued Eligibility.
d. Future Eligibility: A Continued Eligibility review must be performed at least once every 24 months thereafter.

Center staff will consider the following when recommending a training provider and its offering(s) remain on the ETPL:

a. Specific economic, geographic and demographic factors in the local area and the characteristics of the population to be served.
b. Program-specific performance information and attainment submitted by the training provider.
c. Program-specific cost information, including tuition and fees.
d. Compliance with the license, certification, registration, approval or exemption required by the appropriate State and/or federal oversight agency to provide the training.
e. Experience with the training provider including the number of WIOA students enrolled during the last full program year, number graduated and job placement rates for WIOA graduates during the last full program year.
f. Ways in which the criteria can encourage training providers to use industry-recognized certificates and postsecondary credentials.
g. Training needs of the local area.
h. Any other information that may be relevant in determining Continued Eligibility status.

Retention of Initial and Continued Eligibility

To retain Initial and Continued Eligibility, a training provider must deliver results and provide accurate information to NYSDOL. Eligibility may be denied/terminated for the following reasons:

a. The training provider does not have appropriate State and/or federal approval to operate.
b. The application is not complete.
c. The offering does not meet the definition of WIOA training services.
d. Required performance data is not included with the application or the performance data does not meet established performance levels.
e. The training provider is delinquent in delivery of reports, payment of debt, or otherwise out of compliance with WIOA or any agreement executed under WIOA.
f. The training provider is not current in the payment of unemployment insurance contributions or reimbursements, or is in violation of State Labor Law, or any other requirement for the training program under WIOA is not met.
g. The training provider intentionally supplied inaccurate information.
h. The training provider violated any requirement under WIOA.
i. The training provider failed to demonstrate the business capacity or integrity to successfully deliver training.

Denial of Eligibility

The recommendation to deny the eligibility of an offering may originate from either the LWDB or NYSDOL. Training providers will be notified of a decision to deny eligibility status for an offering. If an offering is denied eligibility, the training provider may take the following steps:

a. Training providers have the right to appeal denial of eligibility status. A training provider has 15 business days from the date of a denial notice in which to file an appeal. The request for appeal must be in writing, signed by an authorized agent of the training provider, and be submitted to both the LWDB and NYSDOL.
b. The LWDB and NYSDOL may reverse their original denial if an administrative error was made or if additional information submitted by the training provider changes the basis on which the original decision was issued.
c. If the LWDB and NYSDOL do not reverse their original denial, the training provider will not be able to reapply to the ETPL until after a specified waiting period. The length of the waiting period will be determined by the LWDB and NYSDOL based on the reason for the denial, up to a maximum of 24 months. Each case will be reviewed individually, and the waiting period will be calculated from the original date of the denial.

When the WIB makes the determination of subsequent eligibility regarding the offering, Career Center staff will complete the data entry on the New York State Workforce Eligible Training Provider List and the training provider will be notified of the status via email. The ETP website will update the status of the offering to note that it has met the subsequent eligibility criteria established by the Local Board.

Policy #: 707 **Title: Records Management & Destruction of Files**

Effective Date: 7/01/06

Amended Date: 3/11/2011
9/17/2012

Policy Description: Enrolled Customer files and administrative records must be kept secure for a period of seven years. Non-WIA customers, who were never enrolled in a program must be kept for three years.

Reference Documents: OMB Circular A-110

Procedures: As records are moved to storage, their destruction date must be noted on the box in which they are being stored. The destruction date is based on the last day of the federal program in which the customer last had contact, or received a service. The month, day, and year for destruction must be noted on each box sent to storage, utilizing the chart below.

In the event litigation or audit is begun, or in the event a claim is instituted involving the grant or an agreement covered by the records, all related records will be removed from storage, and be retained in the Business Office until the litigation, audit or claim is finally resolved?

In the event of a termination of a relationship with a sub-recipient, in which the sub-recipient is unable to retain their WIA records then the WIA grant recipient shall be responsible for the maintenance and retention of those records.

Program Year	Start Date	End Date	Not Enrolled Customers Destruction Date (3 years)	Financial Records, Administrative Records and Enrolled Customers Destruction Date (7 years)
PY 02	7/1/02	6/30/03	6/30/06	6/30/10
PY 03	7/1/03	6/30/04	6/30/07	6/30/11
PY 04	7/1/04	6/30/05	6/30/08	6/30/12
PY 05	7/1/05	6/30/06	6/30/09	6/30/13
PY 06	7/1/06	6/30/07	6/30/10	6/30/14
PY 07	7/1/07	6/30/08	6/30/11	6/30/15
PY 08	7/1/08	6/30/09	6/30/12	6/30/16
PY 09	7/1/09	6/30/10	6/30/13	6/30/17
PY 10	7/1/10	6/30/11	6/30/14	6/30/18
PY 11	7/1/11	6/30/12	6/30/15	6/30/19
PY 12	7/1/12	6/30/13	6/30/16	6/30/20
PY 13	7/1/13	6/30/14	6/30/17	6/30/21
PY 14	7/1/14	6/30/15	6/30/18	6/30/22
PY 15	7/1/15	6/30/16	6/30/19	6/30/23
PY 16	7/1/16	6/30/17	6/30/20	6/30/24
PY 17	7/1/17	6/30/18	6/30/21	6/30/25

PY 18	7/1/18	6/30/19	6/30/22	6/30/26
PY 19	7/1/19	6/30/20	6/30/23	6/30/27
PY 20	7/1/20	6/30/21	6/30/24	6/30/28

Policy #: 708 Title: Disability Program Navigator (DPN) & Career Center Staff

Effective Date: 7/01/06

Amended Date:

Policy Description: The Disability Program Navigator (DPN) in the Career Center is able to assist not only the customer with the disability, but the Career Center Staff. The DPN facilitates access to programs and services that support the efforts of individuals with disabilities seeking employment. In addition, the DPN serves as a resource and facilitator to the Workforce Investment Community on various disability issues and resources.

Reference Documents: Position description for the Disability Program Navigator
Disability Program Navigator Initiative Fact Sheet (2006)
Social Security On-line – Program Development & Research

Procedures: In addition to the customer, the Disability Program Navigator (DPN) serves as a resource for Career Center staff on disability issues and policies impacting persons with disabilities who are seeking employment, skill development, job retention assistance, or career advancement through the Career Center. Often the DPN is a facilitator and a resource for the Career Center staff regarding disability issues and availability of programs for the disabled customer. The DPN will assist with guiding Career Center staff in helping people with disabilities navigate and access the complex provisions of various programs that impact their ability to gain/retain employment.

<u>Core Functions of the Disability Program Navigator may be:</u>

- Develop linkages and collaborate on an ongoing basis with employers to facilitate job placements for persons with disabilities, but to not duplicate business/employer services.
- Develop partnerships to achieve integrated services, systemic change, and expand the capacity to serve customers with disabilities and to assist with providing universal access.
- Conduct outreach to agencies/organizations/school districts that serve people with disabilities and to develop linkages.
- Serve as a resource on various resources and employment-related demonstration projects. In addition to serving as resource on the Federal, State, local and private programs that impact the ability of persons with disabilities to enter and remain in the workforce.
- Trains Career Center staff and other staff on activities, services and resources available in the community, Career Center system, SSA employment support programs and demonstration projects and other programs.
- Serves as a Career Center resource on Social Security work incentives and other employment support programs, including the Ticket to Work Program and the provision of services through Benefits Planning, Assistance and Outreach organizations (BPAOs), the Protection and Advocacy systems (P&As), SSA's employment-related demonstration projects, and State Vocational Rehabilitation (VR) Agencies;
- Develops linkages and collaborates on an ongoing basis with employers and employer organizations, such as the Chamber of Commerce and the Business Leadership Network, to promote the hiring of people with disabilities and to facilitate their job placement;
- Trains or makes training available to Career Center staff on disability etiquette; facility, communication and program accessibility requirements; Americans with Disability Act (ADA), assessment tools and their applicability; SSA employment support programs; employer federal and state tax incentives, and other relevant information that may be applicable;

- Conducts outreach to, and coordination with, community service providers working with people with disabilities, local Independent Living Centers and public and private mental health and developmental disability organizations. In addition to fostering linkages between these organizations and programs operating through Career Centers, including Social Security employment support programs;
- Serves as a Career Center resource on pertinent workforce development issues and policies for jobseekers with disabilities who seek employment, skill development, job retention assistance, or career advancement through the Career Center system
- Provides an ongoing assessment of Career Center facilities, services, programs and equipment to ensure these are accessible to people with disabilities, including ensuring that informational materials are available in alternate formats; and if not the DPN will work with designated Equal Employment Opportunity officer(s), the local Workforce Investment Board and the Career Center operator to ensure that Career Center facilities, services, programs and equipment are accessible to people with disabilities, including ensuring the availability of publications and materials in alternate formats;
- Facilitates the collection of participant data that may be required to effectively evaluate the Navigator initiative.

To inquire or request training or other functions for the Career Center, the specific Career Center Staff can ask.

Policy #: 709 **Title: Security Management**

Effective Date: 11/6/07

Amended Date: 12/21/07
3/31/09

Policy Description: All threats to the lives or property of staff and/or customers must be taken seriously and should be handled as if the person making the threat plans to follow through with his or her announced intentions. The only goal in any threatening situation is to protect the lives of all involved.

Reference Documents: College Catalog and Student Handbook
College Form 0902 – Incident Report to the Dean of Students

Procedures: There are two different levels of threats that can be received. One is perceived as general and/or non-specific. The other is considered an imminent threat that could lead to immediate harm.

For vague threats, the staff member involved should use their best judgment to attempt to defuse the situation. Most of these situations will arise when the customer does not feel they are being treated fairly or does not feel they are receiving a service for which they believe they are entitled. The best course of action is to attempt to get the customer to understand why they are being treated the way they are, or why they are not eligible for the service(s) in question. If at any time a customer raises their voice or starts using profanity at a level that makes the staff member uncomfortable then the staff member can request that the Center Director join the conversation. If the Career Center Director is not available, then the staff member can call any other available employee to join the conversation.

If, at any time, an employee feels uncomfortable about the behavior of a customer, they may request that a campus security officer be dispatched to the Career Center offices as a precaution.

If, after all these steps are taken, the individual is still making comments that can be taken as a potential threat against people or property then the individual should be politely asked to leave the college campus. If the individual complies with the request then the "Columbia-Greene Community College Incident Report to the Dean of Students" form should be completed and submitted. If the individual does not comply, and campus security has not yet been called to the scene, then they should be notified immediately. It will then be the college administration's responsibility to determine what further action should be taken.

An imminent threat is defined as a situation where the customer either brandishes anything that could be considered a weapon, or actually becomes violent towards any person or property. If this situation occurs all staff members and customers should immediately attempt to remove themselves from the situation. The following steps should be taken:

1. Staff members, and any customers in their vicinity, should move to the closest office with a door that can lock. Because of the interior windows, people in the Resource Room should attempt to move into the DOL office suite (Room 708). Customers and staff in the reception area should attempt to move to the closest private office in the 709 suite (709K and 709J), unless it would be safer and possible to escape out of the Career Center entirely. Staff members assigned to the offices 709K and 709J should make reasonable attempts to allow staff and bystanders in the reception area access to their office before they lock their door.
2. Every staff member that is out of immediate danger should first call 911. Once that call is completed they should then call the switchboard "0".

3. Staff members secured in offices with windows may attempt to break those windows for access out of the building, if they believe that is their safest course of action.
4. Room 709K will remain unlocked whenever the Career Center is open for emergency access by people in the reception area.
5. The walkie-talkie will be kept in the Common Work area/kitchen. It will be the responsibility of whoever may have possession of the walkie-talkie when an incident occurs to contact security on the radio, once the 911 call has been made.

A security drill will be conducted on an annual basis.

FOR OTHER EMERGENCIES THE COLLEGE POLICY SHOULD BE FOLLOWED:

At building entrances, there are “call boxes” containing walkie-talkies that connect directly to security.
1. Main entrance by the Switchboard.
2. North entrance by the Library.
3. South entrance by the Gym.
4. Upper parking lot – PAC building.

For a Medical Emergency (a person experiencing heart attacks symptoms, disorientation, etc.) Defibrillator machines are located at the:
1. Switchboard, (main building)
2. PAC Building (one upstairs and one downstairs),
3. Art Building,
4. Technology Building,
5. Student Suite – (room 302 – Main building – Athletic Department).

- Up to 5 p.m. - call or send someone to the Switchboard to call security and inform them where person is located.
- After 5 p.m. send someone to the Library or ASC. They have walkie-talkies to contact Security. A call for police or medical help should be made from there and advise them where the person is located.
- Use the “call boxes” when action needs to be put in place quickly.

Following any incident written Incident Reports need to be completed and given to the Vice President and Dean of Students & Enrollment Management.

Policy #: 709.1 **Title: Community Members & Students Banned from Campus**

Effective Date: 3/16/10
Amended Date:

Policy Description: The College has procedures to ban or restrict access to community members and students who have been determined to possibly pose a threat to other students or community members. These determinations are made based on behavior on campus and/or court/criminal records.

Reference Documents: CGCC College Catalog
CGCC Student Handbook
CGCC Policy Manual
Masters\CUSTOMER FORMS\intake forms all programs\CUST NOTIF Restricted Services0310

Procedures: Periodically, the Dean of Students sends to the WIO Director a list of names of people who are banned from the college campus. The Director will check OSOS to determine if the individual is registered in OSOS. If the individual is registered, then the follow comment is entered by the Director into their OSOS record: NACGCC.

If an individual designated by the WIO Director as NACGCC appears at the Career Center, the staff member must notify the Director. The Director will notify the Dean of Students. The Dean of Students will determine what course of action should be taken.

It is also the college's policy to prohibit people who have been classified as Level 3 Sex Offenders. This policy has been established because the college serves many constituents who are under the age of 18, specifically the Day Care Center and "early admit" high school students. If an individual who has been classified as a Level 3 Sex Offender becomes a customer of the Career Center, the following restrictions will apply:

- The individual must park in the East Campus Drive parking lot.
- The individual is only allowed on the top floor of the Professional Academic Center.
- The individual will be supervised while visiting the Center to make sure they do not go to any other part of the campus.
- The individual will be supervised while they leave the campus.
- The individual must contact the Career Center any time they intend to come to the Center without a previously scheduled appointment. They must provide an estimated time of arrival.
- If the individual is ever found on another part of the CGCC campus they will then be banned from the Career Center.

These restrictions will be provided in writing to the individual. It will include the name of two staff members that the customer can contact whenever they intend to come to the Career Center.

Policy #: 710 **Title: Forms Management**

Effective Date: 1/01/08

Amended Date:

Policy Description: All customer forms that are currently in use will be listed here. Obsolete forms will also be listed here for no less than six months.

Reference Documents:

Procedures:

Policy #: 711 **Title: DSS Customer Flow Chart & Service Plan**

Effective Date: 1/01/09

Amended Date:

Policy Description: Communication with DSS regarding their customer referrals will be handled on a weekly basis. The majority of customers will be referred to Metrix learning services.

Reference Documents:

Procedures:

1. DSS Calls Workforce NY to schedule an Initial Assessment appointment, which will be scheduled for a Thursday afternoon. DSS should call 828-4181 ext 5510 and ask to speak to Deb or Becky.

2. Customer will attend the initial Assessment appointment. This will result in the completion of CGCC DSS Individual Employment Plan (IEP), sections A-E, which will schedule the customer to attend at least one and no more than four workshops. The completed IEP will also schedule the customer for another individual appointment to discuss the results of the workshops and to develop a continued plan of service. The IEP, sections A-E will be faxed to DSS and a copy will be provided to the customer.

3. The customer will attend or not attend their next scheduled workshop. The IEP will be updated, noting if the customer attended or not. The updated form will be faxed to DSS. This process will continue until all scheduled workshops have been attended. **Note:** If a customer does not attend a scheduled workshop it will be up to DSS to contact the customer. The customer can be rescheduled for the workshop. Either a DSS staff person can call and reschedule the customer, or if desired, they can require the customer to call Workforce New York to reschedule. The customer should be told to ask for Maureen or Deb.

4. The customer will attend their "Complete Individual Employment Plan" meeting (If they do not show up, the process under #3 will be followed). The results of this meeting will fall under at least one of the following categories:
   - Metrix Learning – The customer will have a developed learning plan for an appropriate occupation. The learning plan will include course work that adds up to at least 60 hours of instruction. The customer will be informed that they must spend at least six hours per week working on the material. The customer will be required to attend a weekly three hour class at the Career Center to work on their Metrix Learning Plan. The customer can choose to work on the rest of their course work at any location that has a computer with internet access, including the Career Center. Their attendance will be kept and faxed weekly to DSS
   - Typing Tutor – The customer will be required to attend a weekly three hour class at the Career Center to work on developing their typing skills through the Typing Tutor. Once they feel comfortable with the keyboard they will be set up with a Metrix Learning plan. Their attendance will be kept and faxed weekly to DSS

- Employee Enhancement Program – The customer will attend this series of four workshops that meets for three hours for four consecutive Thursday mornings. Their attendance will be kept and faxed weekly to DSS
- Computer Literacy – The customer will attend 60 hours of instruction over 6 weeks learning Microsoft Office. Must know how to type first. Their attendance will be kept and faxed weekly to DSS.
- Classroom Training – If approved by DSS, the customer can be referred to a WIA funded Occupational Training Program. The school the customer attends will be responsible for maintaining attendance records.
- Continued Job Search Assistance – The customer will use the resource room and attend job search workshops (i.e. interviewing and resume). Their attendance will be kept and faxed weekly to DSS. Note: If DSS has OJT funding available, we can also work with the customer to arrange a job placement for the customer using DSS funds.

The Complete IEP, outlining the additional scheduled services will be faxed to DSS.

Policy #: 712 **Title: TAA General Program Information**

Effective Date: 4/17/09

Amended Date: 11/18/11

Policy Description: Provisions of the TAA program that was updated due to the American Recovery and Reinvestment Act, which expired at the end of 2010 have been reinstated. The complete policy can be found at TEGL 10-11, listed under the Reference Document below. It should be the first source used to determine current rules regarding TAA benefits.

Reference Documents: USDOL Memos
http://wdr.doleta.gov/directives/attach/TEGL/TEGL10-11acc.pdf
w://policy/ TAA for Workers - Side-by-side 2011.pdf

The Trade Adjustment Assistance (TAA) and Alternative Trade Adjustment Assistance (ATAA) programs were established to help trade-affected workers who lose their jobs as a result of increased imports or shifts in production out of the United States. The primary focus of the TAA program is on training.

Trade Adjustment Assistance (TAA):

TAA benefits include:

- Rapid Response
- Re-employment Services including:
    - Counseling
    - Resume Writing and Interview Skills Workshops
    - Career Assessment
    - Job Development
    - Job Search Programs
    - Job Referrals
- Training
- TRA Income support for those who meet the Trade Readjustment Assistance (TRA) eligibility requirements
- Job Search Allowances
- Relocation Allowances
- Health Care Tax Credit

Rapid Response & Re-Employment Services:

One-Stop Center staff are familiar with Rapid Response and Re-Employment Services.

Training:

To be determined entitled to TAA, workers must have worked for the trade-impacted employer a minimum of 26 weeks earning more than $30 per week within the 52 week period prior to separation.

Once determined entitled to TAA, trade-impacted workers can take advantage of their one-time training opportunity per certified petition at any time. There is no time limit. There are six criteria for TAA training approval including:

- There is no suitable employment
- The worker would benefit from the training
- There is a reasonable expectation of employment as a result of training
- Training is reasonably available from either a governmental agency or private source and emphasis must be given to secure training within the commuting area
- Worker is qualified to undertake and complete training
- Training is suitable and available at a reasonable cost

New York State's current training cap is $15,000 for programs up to 130 weeks in duration and $8,250 for programs up to 52 weeks in duration. Occupational training must be complete within 104 instructional weeks. Combined Remedial and Occupational training programs must be complete within 130 instructional weeks.

<u>Trade Readjustment Assistance (TRA)</u>:

TRA provides income support to trade-impacted workers participating in full-time training or on a Waiver from Training.

- Basic TRA: 26 weeks of Basic TRA benefits are payable to trade-impacted workers after they exhaust their regular UI benefits as long as the worker is enrolled or participating in TAA training, has remaining Basic TRA benefits available after completing TAA training, or has obtained a waiver of such training requirement.
- Additional TRA: Up to 52 weeks of Additional TRA benefits are payable only if the worker is participating in TAA approved training. Additional TRA benefits stop when the TAA training program is complete.
- Remedial TRA: Certified workers who must undergo remedial education as a part of his/her training plan may be eligible for up to 26 weeks of Remedial TRA for any weeks the individual must undergo remedial education. The worker is eligible for one week of these 26 weeks for each week that the worker's participation in remedial education extends their training program.

Important Deadlines for TRA Eligibility:

Trade-impacted workers must be enrolled in TAA approved training or on a waiver from training within 8 weeks of certification or 16 weeks of the most recent qualifying separation, whichever is the later.

In order to qualify for Additional TRA, an individual must have submitted a bona fide application for training within 210 days of their layoff or of the certification, whichever is later. The bona fide application for training date is the "day training plan started" which can be found in the Employment Plan, Training Section J.

<u>Waivers from Training</u>:

Under certain circumstances, eligible workers may be waived from participating in training and still receive Basic TRA. One of the following conditions must exist for training to be determined not feasible or appropriate and thus, waived:

- Worker will be recalled reasonably soon
- The worker has marketable skills for suitable employment and a reasonable expectation of employment in the foreseeable future
- The worker is within two years of eligibility for a pension or social security
- The worker is unable to participate in or complete training due to the health of the worker
- Immediate enrollment is not available; or
- No training program is available.

Waivers from training must be reviewed every 30 days. Additional TRA is not payable during waiver status (the worker must be attending TAA approved training to receive Additional TRA benefits).

Job Search Allowance:

Job Search allowances can be paid to individuals to attend verifiable job interviews within the United States. Trade-impacted workers are reimbursed at 90% of the cost of necessary job search expenses, not to exceed $1,250. The affected worker may request multiple allowances; however, the total benefit may not exceed the maximum reimbursement amount of $1,250.

Eligibility criteria require the applicant to:

- Be totally separated from the certified employer at the time of the job search
- Be registered with and seeking employment through the One-Stop system
- Have no reasonable expectation of securing suitable employment within the normal commuting distance, which is, as a general rule, travel by one hour by private transportation or one and one-half hours by public transportation
- Verify the travel is for an available job for which an interview is scheduled
- Complete the job search within a reasonable period established at the time of request – not to exceed 30 days.

Application must be made before the 365th day of petition certification or the worker's last total separation from the certified employer (whichever is the later date) or the 182nd day after the trade-impacted worker completed his or her TAA approved training.

Relocation Allowance:

Relocation allowance applications can be paid to trade-impacted workers who secure new employment within the United States. Trade-impacted workers are reimbursed at 90% of reasonable and necessary expenses for the worker, workers family and household effects plus a lump sum equivalent to 3 times the worker's average weekly wage, up to a maximum of $1,250.

Eligibility criteria require the applicant to:

- Be totally separated from the adversely affected employment at the time of the job search
- Have no reasonable expectation of securing suitable employment within a reasonable commuting distance; as a general rule, travel by one hour by private transportation or one and one-half hours by public transportation is considered reasonable
- Have not already received a relocation allowance under the same certification
- Relocate outside the normal commuting distance, but within the United States
- Have obtained suitable employment of a long-term duration or have a bona fide offer of suitable employment.
- Provide written verification of suitable employment obtained from the new employer

Application for relocation allowance must be made before the later of the 425th day after the date of the certification or the 425th day after the date of the worker’s last total separation; or the date that is the 182nd day after the date on which the worker concluded TAA approved training.

<u>Health Care Tax Credit (HCTC)</u>:

Workers who are eligible to receive income support under the TAA program may be eligible to receive tax credits for 65% of the monthly health insurance premium they pay. Qualifying insurance coverage includes COBRA, state COBRA, continuing individual coverage, or other state-qualified plans. Detailed information on HCTC and a list of state-qualified health plans can be found on the IRS website.

<u>Alternate Trade Adjustment Assistance (ATAA)</u>:

ATAA allows older TAA eligible workers to receive a wage subsidy to help bridge the salary gap between their old and new employment. The wage subsidy is up to half the difference between the worker’s old and new wage. The total of all payments may not exceed $10,000 during the two-year eligibility period.

Eligibility criteria require the applicant to be:

- At least 50 years of age
- Secure new, full-time employment within the first 26 weeks of separation from their trade-impacted employer
- Earn less than $50,000 per year in the new employment

Trade-impacted workers who elect to participate in the ATAA program cannot receive training, TRA or Job Search benefits or services. However, they may receive relocation allowances and the Health Care Tax Credit (HCTC).

SUMMARY OF MAJOR CHANGES TO TAA PROGRAM INCLUDED IN THE STIMULUS BILL

President Obama signed the American Recovery and Reinvestment Act (ARRA) of 2009 on February 17, 2009. The Trade and Globalization Adjustment Assistance Act of 2009 was part of the ARRA, making significant changes to the TAA program.

TAA petitions filed and certified **after May 18, 2009** will be covered under the new TAA program changes.

EXPANDED ELIGIBILITY

- Service sector employees and workers providing services to firms impacted by trade are now eligible for TAA benefits
- Eligibility has been expanded to include Public Sector workers
- Secondary workers are now covered even if the upstream firm is not in the United States
- Workers whose jobs are shifted to countries outside those with whom the United States has free trade agreements, such as India and China, are now covered under TAA – Includes ANY foreign nation

INCREASED TRAINING OPTIONS

- The ARRA provisions authorize an annual funding level of $575 million for TAA programs through the end of 2010 -- a 160% increase over the previous cap of $220 million.
- Training options are more flexible as they now include prerequisite training, pre-layoff training, and part-time training. The reauthorization allows workers to participate in training and classes at accredited higher education institutes and prohibits limiting training to training facility and courses on the ETPL. Enhances participation in OJT training programs by easing payment rules, but requires state-approved benchmark-based curriculum. Allows use of public and private funding such as student loans, etc.
- The new TAA provisions ease the training enrollment deadlines. Previously, workers had eight weeks after the petition certification date or 16 weeks after work separation to become enrolled in TAA approved training or to be issued a waiver from training. The new regulations give workers 26 weeks to enroll in training after layoff or petition certification. Appeal action now preserves deadlines and Active Duty status preserves rights.
- The new TAA provisions have eliminated the 210-day deadline for submitting a bona fide training application.

NEW BENEFITS

- TAA eligible workers or retirees who have lost their employer-provided health care and are enrolled in pension plans taken over by the Pension Benefit Guaranty Corporation will be eligible for an improved Health Coverage Tax Credit (HCTC) program. The premium subsidy is increased from 65% to 80%, workers will be provided retroactive payments to cover costs of obtaining coverage, and coverage is expanded to spouses and dependents.
- TRA benefits are now payable as of the petition certification date instead of 60 days thereafter.

- Allows participants to choose between UI and TRA when their UI benefit year expires, providing relief from lower benefits due to part-time or short-term training.
- Adds an additional 26 weeks of Additional TRA for participants who are in TAA approved training. Participants in training can now receive up to 78 weeks of Additional TRA payable in 92 calendar weeks as opposed to 52 weeks of Additional TRA payable in a 52 calendar weeks.
- Job Search and Relocation Allowances were raised to $1,500 with 100% reimbursement.
- More workers will be automatically enrolled in TAA if their jobs are affected by unfair trade practices and import surges.
- The ARRA provisions revive the TAA for Communities program, which authorizes $230 million for trade-affected communities to assist in strategic planning grants (up to $5 million), sector partnership grants (up to $3 million over a 3 year period), and community college and career training grants (up to $1 million).
- ATAA, now known as Reemployment TAA, allows participants to attend part-time training while working part-time. The legislation also increases the qualifying wage maximum to $55,000 and increases the benefit amount to $12,000.
- Allocates $350,000 for administrative/case management. States opting to receive these funds must use 1/3 of the funds for case management.

Below is a side-by-side comparison developed by USDOL E&T . . .

Old TAA Program (Available to Workers Covered by Petitions with Numbers Below 70,000)	**New TAA Program (Available to Workers Covered by Petitions with Numbers Above 70,000)**
Trade Readjustment Allowances (TRA): • Up to 104 weeks of cash payments for workers enrolled in full-time training • Up to 130 weeks of cash payments if the worker was also enrolled in remedial training	Trade Readjustment Allowances (TRA): • Up to 130 weeks of cash payments for workers enrolled in full-time training • Up to 156 weeks of cash payments if the worker was also enrolled in remedial training
Training Enrollment Deadlines: Workers must be enrolled in training 8 weeks after certification or 16 weeks after layoff, whichever is later, in order to receive TRA.	Training Enrollment Deadlines: Workers must be enrolled in training 26 weeks after certification or layoff, whichever is later, in order to receive TRA.
Job Search Allowances: 90% of allowable costs, up to $1,250	Job Search Allowances: 100% of allowable costs, up to $1,500
Relocation Allowances: • 90% of costs, up to the statutory limit for Federal Employees • Provides an additional lump sum payment of up to $1,250	Relocation Allowances: • 100% of costs, up to the statutory limit for Federal Employees • Provides an additional lump sum payment of up to $1,500

<table>
<tr><td>Training Services:
Training may only be approved on a full-time basis
Certified workers may not begin approved training until they have been totally or partially separated from adversely affected employment</td><td>Training Services
Training may be approved on a full-time or part-time basis, although full-time training is required for TRA eligibility.
Certified workers may begin approved training when threatened with separation from adversely affected employment</td></tr>
<tr><td>Health Coverage Tax Credit (HCTC):
Prior to May 2009, a tax credit covering up to 65% of an eligible participant’s monthly qualifying health insurance premium
Beginning May 2009, the tax credit will be raised for all participants to cover 80% of an eligible participant’s monthly qualifying health insurance premium</td><td>Health Coverage Tax Credit (HCTC):
A tax credit covering 80% of an eligible participant’s monthly qualifying health insurance premium</td></tr>
<tr><td>Alternative Trade Adjustment Assistance:
Available to workers 50 years of age or older
Requires a separate certification of group eligibility
Workers may not participate in TAA-approved training
Requires full-time employment within 26 weeks of separation
Available only for workers earning less than $50,000 per year in reemployment
Maximum benefit of $10,000 over a period of up to two years
Participants are eligible for the HCTC</td><td>Reemployment Trade Adjustment Assistance:
Available to workers 50 years of age or older
Does not require a separate certification of group eligibility
Workers may participate in TAA-approved training
Requires full-time employment, unless the worker is also enrolled in TAA-approved training and employed at least 20 hours per week, and does not set a deadline for reemployment
Available only for workers earning less than $55,000 per year in reemployment
Maximum benefit of $12,000 over a period of up to two years
Participants are eligible for the HCTC</td></tr>
</table>

Policy #: 713 **Title: Unemployment Insurance Benefit Timeline Chart**

Effective Date: 11/19/09

Amended Date:

Policy Description: Because of all the Emergency and Extended Benefits due to the Recession NYSDOL has provided a chart to help explain to customers how many weeks of different benefits they may be able to receive under **current** legislation

Reference Documents: See below

Regular & Additional Unemployment Benefits

SCENARIOS

In addition to the 26 weeks of regular unemployment insurance (UI) benefits (plus 1 unpaid waiting week), an additional 67 weeks of benefits are currently provided under the Emergency Unemployment Compensation (EUC) program and the Extended Benefits (EB) program. Each program has different deadlines and, as a result, not all claimants are eligible for the full 67 additional weeks of benefits. Please note that the breakdown provided below is based on timelines/deadlines stated in the current federal legislation, which may change in the future.

See breakdown of the maximum number of weeks a claimant could potentially receive based on the effective date of the Original Claim (OC)*, **AND** provided that:

- the claimant has been claiming full weeks of benefits since the beginning of the claim and
- there are no breaks in their claim

***OC effective May 1, 2006 - June 23, 2008**

26 weeks of regular UI

20 weeks of EUC-Tier 1

13 weeks of EUC-Tier 2

20 weeks of EB

14 weeks of EUC

(13 weeks Tier 3 and 1 week Tier 2)

93 weeks total

***OC effective June 30, 2008 - Sept. 8, 2008**

26 weeks of regular UI

20 weeks of EUC-Tier 1

13 weeks of EUC-Tier 2

9-19 weeks of EB (payable up to 1/3/10)

14 weeks of EUC

(13 weeks Tier 3 and 1 week Tier 2)

73 weeks plus 9 - 19 weeks of EB based on last payable week

***OC effective Sept. 15, 2008 - Nov. 3, 2008**

26 weeks of regular UI

20 weeks of EUC-Tier 1

	13 weeks of EUC-Tier 2 **14 weeks of EUC** (13 weeks Tier 3 and 1 week Tier 2) **73 weeks total**
***OC effective Nov. 10, 2008 – Feb. 2, 2009**	**26 weeks of regular UI** **20 weeks of EUC - Tier 1** **14 weeks of EUC - Tier 2** **60 weeks total**
***OC effective Feb. 9, 2009 – June 22, 2009**	**26 weeks of regular UI** **20 weeks of EUC - Tier 1** **46 weeks total**
***OC effective June 29, 2009 and later:**	**26 weeks of regular UI only**

*** An Original Claim's (OC) effective date is the Monday of the week in which the claim is filed.**

UI = Regular Unemployment Insurance Benefits

EUC = Emergency Unemployment Compensation

EB= Extended Benefits -

Policy #: 714 Title: Guidelines for Dealing with Disruptive Customers

Effective Date: 10/10/10

Amended Date: 7/17/18

Policy Description: Any behavior that disrupts the proper functioning of any Center operations will not be tolerated.

Reference Documents: Technical Advisory #10-17
Policy 709
Technical Advisory # 18-4
Policy 716

Procedures: When dealing with a disruptive customer, the following actions are allowed:
- Attempting to quiet the individual
- Notifying the Center management
- Removing the offender from the premises
- Documenting the incident
- Suspending the offender from the use of the One-Stop system

It is important to carefully and thoroughly document all incidents of disruptive behavior by customers, and the actions taken by staff in order to support the administrative response to the incident. Staff should describe the event in writing, noting the specific behavior and conduct of the customer, the date and time of the incident, and action(s) taken by staff. If there are multiple witnesses to the occurrence, each witness should individually and independently record what he or she witnessed. Verbal warnings issued to customers should also be recorded.

Disruptive customers have the right to file a grievance complaint if they do not agree with how any incident is handled.

To cover the actions taken to deal with a disruptive customer, the following notices are posted in the Resource Room:

CUSTOMER CODE OF CONDUCT

Customers of the Columbia-Greene Workforce NY Career Center agree to:
- Conduct themselves in a manner that is professional, courteous and respectful.
- Work in a manner that is productive to finding employment, training or educational opportunities.
- Dress in an appropriate manner suitable for most work environments.
- Notify Career Center staff when offered and/or accept employment.
- Follow the *Resource Room Computer Use Policy*.
- Not use equipment (phone, fax, copier, computers, software programs, etc.) for personal use.
- Notify Career Center staff when equipment fails to function.
- Not bring food or drink into the Resource Room.
- Seek out clarity and a thorough understanding of what is expected when at the Career Center location.
- Seek out the appropriate staff for resolution to any problems.
- Not engage in physical or verbal confrontation with staff, or other customers.
- Use appropriate work place language and refrain from yelling and profanity.
- Cease all inappropriate behavior, whenever told by a staff member.
- Notify Career Center staff when others are acting inappropriately.

- Understand that failure to abide by this Code of Conduct may result in a loss of privileges or bar future participation at any Career Center or Workforce system locations.

The complete Code of Contact local policy can be found in the Columbia-Greene Community College Student Handbook, which is available on the College's website.
http://www.sunycgcc.edu/Forms_Publications/Student_Handbook/0StudentHandbook.pdf
By presenting your Membership Card at the Reception Area, you have agreed to abide by the above policy.

RESOURCE ROOM COMPUTER USE POLICY

Users must be sensitive to the public nature of our shared facilities. Any intentional behavior that is deemed inappropriate may lead to being banned from the Resource Room. Examples of unacceptable use of the computer system include, but are not limited to, the following:

- Creating, displaying, printing, downloading or transmitting information which violates the College's sexual harassment policy. This includes, but is not limited to, displaying sexually explicit, graphically disturbing, or sexually harassing images or text.
- Playing games, except for learning how to use the mouse.
- Chat rooms. The resources are not available for users to socialize.
- Using a user-id or account belonging to another individual, or allowing your account to be used by another individual.
- Installing, changing, or removing of software on any computer system.
- Deliberately wasting/overloading computer resources.
- Use of E-mail or messaging services to harass, intimidate, or otherwise annoy another person.
- Use of computing facilities for financial gain or commercial purposes.
- Violation of software copyrights and usage licensing agreements.
- Violation of usage policies and regulations of the networks of which the College is a member or has authority to use.
- Using On-line music sharing services.
- Knowingly or carelessly running or installing on any computer system or network a program intended to damage a computer system or network.

The complete policy can be found in the Columbia-Greene Community College Student Handbook, which is available on the College's website.
http://www.sunycgcc.edu/Forms_Publications/Student_Handbook/0StudentHandbook.pdf
By presenting your Membership Card at the Reception Area, you have agreed to abide by the above policy.

Policy #: 715 Title: Scheduling Follow-up UI Mandatory Appointments

Effective Date: 10/10/10

Amended Date:

Policy Description: Follow-up mandatory appointments for UI customers must be scheduled through REOS in order to ensure that Unemployment Insurance is notified if customers don't comply with attendance requirements.

Reference Documents: IHF- REOS Mandatory Appointment Sign-up Sheet
IHF- Workshop Sign-up forms

Procedures:
When an Employment Advisor determines that it is mandatory for a UI customer to attend a workshop or come in for an individual appointment, then there are general procedures to keep in mind:

1) Appointment letters will be sent on every Friday. Because WIA funded staff do not have access to the scheduling section of REOS, all letters will be generated by either the Assistant Labor Service Representative (ALSR) or the Technical Assistant (TA).
2) Appointment letters must be sent at least 10 days in advance of the scheduled workshop or individual appointment.
3) Failure to Report (FTR) status for follow-up mandatory appointments will be connected to FTR status related to Initial Assessment appointments.

The following specific steps need to be taken by all Employment Advisors in order to ensure an efficient scheduling process:

1. Once an Employment Advisor has determined the specific workshop that a potential exiter should attend, the Advisor should sign the customer up for that workshop on the appropriate Workshop Sign-up form. The Advisor needs to keep in mind that the workshop must be at least 10 days away, and that it is not already overbooked.
2. The Advisor then adds the customer's name (and all other requested information) to the REOS Mandatory Appointment Sign-up Sheet for the **appropriate week** that the letter should be sent (between10 days and 14 days prior to the customer's scheduled appointment).

The following specific steps need to be taken by the ALSR or TA:

1. Every Friday the names listed on the REOS Mandatory Appointments Sign-Up Sheet will be checked in REOS to make sure they do not have any other REOS mandatory appointments already scheduled.
2. Those customers who already have a scheduled REOS Mandatory Appointment will have their names crossed off the Sign-Up sheet and the staff member who made the appointment will be notified why the appointment was cancelled. There name will also be crossed off the appropriate Workshop Sign-Up sheet.
3. Those customers without another scheduled appointment will be sent the appropriate workshop letter through the REOS system based on the names listed on the REOS Mandatory Appointments Sign-Up Sheet. Once letters have been sent, the Sign-Up Sheet will be filed in the Mandatory Appointment Follow-Up binder, based on the appointment dates.

4. The REOS appointment schedule for each workshop will also be printed and filed with the Sign-Up Sheet for the week in question.
5. Customers who call prior to their appointment date can be rescheduled, without giving them an FTR.
6. The REOS appointment schedule sheet will be compared to the corresponding Workshop Sign-In sheet on the day of each workshop to determine who attended their mandatory appointment. The appropriate notation will be made in the REOS system.
7. Those customers who did not attend and do not have a second FTR will be rescheduled by the ALSR or TA, making sure to add the customers' names to both the Workshop Sign-up sheet and the REOS Mandatory Appointments Sign-Up Sheet.
8. Customers who have a second FTR do not need to be rescheduled.

When a customer comes into the Career Center because their UI benefits have been put on hold for a FTR to a workshop, the customer should see the Employment Advisor who initially scheduled them for the workshop.

Policy #: 716 **Title: Grievance Procedures**

Effective Date: 10/10/08

Amended Date: 2/8/11
5/9/2018

Policy Description: Customers have the right to know our grievance and discrimination complaint procedures. These procedures follow the process recommended by the NYSDOL.

Reference Documents: TA #18-4
IHF- W:\Policy\WIOA GRIEVANCE PROCEDURES\WIOA GRIEVANCE & COMPLAINT COMPLAINT PROCEDURES 2018.doc
IHF- W:\Policy\WIOA COMPLAINT PROCEDURES\COMPLAINT LOG.doc

Procedures: The Grievance and Discrimination Complaint procedures are outlined, in detail, on an in-house developed form, which can be found in the Reference Documents listed above.

The Columbia Greene Career Center appoints a Grievance Officer. The Grievance Officer must log all complaints, review the complaints, and attempt to seek a resolution.

The Consulting Director of the Workforce Development Board will act as the local Hearing Officer. The Hearing Officer will schedule a formal Hearing if the complaint cannot be resolved by the Grievance Officer. The hearing will be scheduled at least 30 calendar days, but no more than 45 calendar days, from the filing of the complaint/grievance.

If a complainant is not happy with the decision they can request a State Level review, which is also outlined on the Complaint Procedure form.

The Grievance and Discrimination complaint procedure forms are provided to customers in a variety of ways:

- They are available on the www.columbiagreeneworks.org website, on the Career Center webpage, under Customers' Rights and Responsibilities.
- They are posted on the Center's "Right to Know" bulletin board.
- Hard copies are provided to every customer when they apply for WIOA services, as part of their application package.

Policy #: 717 **Title: The Hatch Act – Public Employees and Political Activities**

Effective Date: 1939

Amended Date: 12/16/11

Policy Description: Employees whose salary is funded with federal funds are required to follow the regulations regarding political activities that are outlined in the Hatch Act.

Reference Documents: Hatch Act: http://www.osc.gov/documents/hatchact/ha_sta.pdf.
The United States Office of Special Council: http://www.osc.gov/

Procedures: The Hatch Act restricts the political activity of individuals principally employed by state or local executive agencies and who work in connection with programs financed in whole or in part by Federal loans or grants. Covered state and local employees may not, among other things, use their official authority or influence to interfere with or affect the results of an election or nomination; or directly or indirectly coerce, attempt to coerce, command, or advise a state or local officer or employee to pay, lend, or contribute anything of value to a party, committee, organization, agency, or person for political purposes.

Complaints alleging violations of the Hatch Act will be forwarded to the United States Office of Special Counsel (OSC), which will then investigate the allegation to determine whether the evidence and facts warrant prosecution before the Merits Systems Protection Board (the "MSPB"), an independent quasi-judicial agency that is authorized to adjudicate Hatch Act violations brought by the OSC. Alternatively, when the severity of the violation does not warrant prosecution, that is, when the violation is not sufficiently egregious, the OSC may issue a warning letter to the employee involved.

When an alleged violation is prosecuted before the MSPB, the employee and the state or local agency employing him or her are entitled to be represented by counsel.10 After a hearing, the MSPB must determine whether a violation of the Hatch Act occurred and, if so, whether such violation warrants the dismissal of the employee.11 If the MSPB finds that the violation warrants dismissal from employment, the employing agency (WIO) will choose to remove the employee instead of forfeiture a portion of the federal assistance equal to two years' salary of the employee.12 If the MSPB finds that the violation does not warrant the employee's removal, no penalty will be imposed.

Policy #: 718 Title: Performance and Incentive Measures – PY 11

Effective Date: 7/1/11

Amended Date:

Policy Description: Each program year the federal and DOL issue performance and incentive measures for local areas. Listed below are the current measures for this year.

Reference Documents:

Procedures:

Initial Assessment and Participants Who Exit While Certifying for UI Benefits
(Up to 1% of the LWIA's PY 2010 WIA Adult and DW allocation)

- 95% or more of all staff-assisted One-Stop customers receive an Initial Assessment ***(CG is currently at 91.2%)***; and
- 10% or fewer of One-Stop customers exit while certifying for UI Benefits (CG is currently at 22.7%). The intent of this measure is to ensure the continuous engagement of One-Stop customers that are certifying for UI.

Training Services with Individual Employment Plan
(Up to 3% of the LWIA's PY 2010 WIA Adult and DW allocation)

- 95% of all One-Stop customers in training have an Individual Employment Plan ***(CG is currently at 100%)***.

National Work Readiness Credential
(Up to 3% of the LWIA's PY 2010 WIA Youth allocation)

- 30% (or more) of Out of School Youth participants age 17-21 will take the National Work Readiness Credential exam, and achieve a pass-rate of 50% ***(CG is currently at 0%)***.

Serving the Emerging Business Customer Base (Regional)
(Up to $15,000 to each LWIA in the Region)

- Serve 95% of the top 100 businesses in each Region, with at least one service during the Program Year.
  - **Note:** The top 100 businesses are the businesses with the highest total employment in each region as of June 2011.

- Serve 95% of the top 50 businesses posting job openings on NYS Job Bank (JobCentral) in every Region, each month during the Program Year. Lists of the top 50 businesses with the highest total open positions on NYS Job Bank will be provided monthly to Business Services Staff.
  - **Note:** Qualifying services include: Job Matching, Referrals and other defined services in the OSOS Employer Module. Services must be recorded in OSOS.

COMMON MEASURES

1. Adult Entered Employment Rate (Staff Assisted Services) - ***57.0% or greater***
2. Adult Employment Retention Rate - ***82.0% or greater***
3. Adult Average Earnings (Staff Assisted Services) - ***$12,625***

4. DW Entered Employment Rate (Staff Assisted Services) - ***51.0% or greater***
5. DW Employment Retention Rate (Staff Assisted Services) - ***82.0%***
6. DW Average Earnings (Staff Assisted Services) - ***$15,980 or greater***

7. Youth Placement in Employment or Education (WIA Title 1B Youth) - ***62.0% or greater***
8. Youth Attainment of Degree or Certificate (WIA Title 1B Youth) - ***50.0% or greater***
9. Youth Literacy and Numeracy Gain (WIA Title 1B Youth) - ***45% or greater***

OTHER MANAGEMENT INFORMATION

Training Provider on Eligible Training Provider List – This measure is a result of the new ETP website, in which the listings for a number of schools may not have transferred. The schools we use must be on the ETP list. ***Columbia-Greene's locally set goal is 100%.***

- # of New Training Services
- # of Services with Provider on ETP
- % of New Training with Provider on ETP

Average Service Days – This measure looks at the number of days a customer utilizes our services. When you consider all the customers served in the state, the average number of service days is 3.70. However, when you consider the average service days by each workforce area the number of service days rises to 4.49. The most impressive area is Cayuga/Cortland at 6.49. Columbia-Greene is currently averaging 4.51. ***Our locally set goal is 6.50 service visits.***

Career Development (CDS) Customers with Comprehensive Assessment and Follow-up Services – This measure reviews how many of our customers that are determined to need career development services actually receive those services. The state average for workforce areas is currently at 27.3%. The most impressive area is Oswego at 100%. Columbia Greene is currently at 44%. ***Our locally set goal is 85%***

- # of CDS Customers
- # w/Comp. Assessment
- % w/Comp Assessment and Follow-up

Disconnected Youth Served - Disconnected Youth are defined as youth age 14-21 who are neither working nor in school; are in foster care; on probation, or in juvenile or criminal justice facilities. This is a modification of the Children's Cabinet and Governor's Advisory Board definition. The State average is currently at 56.1%. The most impressive area is Broome/Tioga at 90%. Columbia-Greene is currently serving 38.6%. ***Our locally set goal is 56%.***

- Number Disconnected Youth Served
- Total Youth Served
- % of Disconnected Youth Served

599 One-Stop Approvals – This measure looks at the number of customers we assisted with their 599 application that got approved by the SPU and then we entered a training service on their OSOS Record. Our current level is at 75%. ***Our locally set goal is 100%.***

- Number of Approvals Entered
- % with Training Service

599 Original Claims Approvals - This measure looks at the number of customers who got approved for 599 through a direct application to SPU and we then entered a training service on their OSOS Record. Our current level is 0%. ***Our locally set goal is 100%.***

- Number of Approvals Entered
- % with Training Service

599 Disapproval – This measure looks at the number of customers whose 599 applications were not approved who received a follow-up service from us. Our current level is 63.6%. ***Our locally set goal is 80%.***

- Disapprovals Entered
- % with Follow Up Service

Policy #: 719 **Title: Equal Opportunity Efforts & Coordination with NYS DOL**

Effective Date: 1/20/12

Amended Date: 4/28/14

Policy Description: Local Equal Opportunity efforts include (but are not limited to) informing customers and subcontractors of their rights and responsibilities in relation to equal opportunity and non-discrimination laws and regulations, investigating and documenting any complaints received from customers or subcontractors, and coordinating these activities with NYS DOL.

Reference Documents:

W:\policy\EO Officer Designation Update 0112 TA01-12-1AttA.doc
W:\policy\EO Officer Designation Update 0112 TA01-12-1
TA 02-19.2
Policy 716
Contract Masters: OJT and Youth

Procedures:

Whenever the EO Officer changes, the Officer Designation Update form must be completed and sent to NYS DOL.

The Title I Discrimination Complaint Log (DEOD 835) must be maintained. Whenever a local discrimination complaint is filed and entered into the local log, it must be submitted to NYS DOL by the end of the fiscal quarter as outlined in TA 02-19.2.

All contracts with sub-recipients, youth services providers or businesses providing OJT will have a “General Provisions” or “General Terms” section that will include an up-to-date Equal Opportunity Policy section.

Policy #: 720 **Title: NYS DOL Division Directory**

Effective Date: 10/26/12

Amended Date:

Policy Description: NYS DOL provides a list of employees holding key posts within DEWS.

Reference Documents:

Procedures: Staff who need to speak with key personnel within NYS DOL can use this directory for contact information.

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Policy #: 721 Title: Protecting Personally Identifiable Information

Effective Date: 3/24/14

Amended Date: 7/10/18

Policy Description: All LWDBs, local staff and service providers must ensure a secure physical and electronic/digital environment which will protect customer's PII and PPSI. This applies to the collection, storage and/or disposal of PII/PPSI in any format (hard copy or electronic) including, but not limited to, computer based information systems such as the One Stop Operating System (OSOS) case management system and the Re-Employment Operating System (REOS), hard copy documents, and digital media.

Reference Documents: TA 18-5
TEGL 39-11
TA 02-4
TA00-41.2
CGCC Board Policy Manual – Code of Ethics
TA # 18-5

W:policy\wioa\NYS Security Breach Reporting Form
W:policy\wioa\ Environmental Assessment 18-5 attachment

Procedures:
LWDBs, local staff and service providers must take measures to address the following topics to reduce the risks associated with the collection, storage and dissemination of Career Center customer's PII/PPSI:

A. Accessing and Sharing of PII/PPSI;
B. Security Protocols related to OSOS and REOS;
C. Maintaining a Secure Environment; and
D. Breaches of Confidentiality.

Key Definitions:
Digital Media is digitized content (text, graphics, audio, and video) that can be transmitted over the internet or computer networks.

Environmental Assessments are reviews of physical and electronic/digital space where PII/PPSI is used and/or stored during normal business activities to determine if such information is properly protected/secured.

PII is information that can be used to distinguish or trace an individual's identity, either alone or when combined with other personal or identifying information that is linked or linkable to a specific individual.

PPSI is any unclassified information whose loss, use, misuse, or unauthorized access to or modification of could adversely affect the interest or the conduct of State or Federal programs, or privacy to which individuals are entitled under the Privacy Act of 1974 or constitute an unwarranted invasion of personal privacy under the New York State Freedom of Information Law.

A. **Accessing and Sharing PII/PPSI**

1. Before being granted access to PII/PPSI, LWDBs and service providers must have data confidentiality policies and procedures in place. Local staff and other personnel must acknowledge their understanding of such policies, including safeguards with which they must comply in their handling of PII/PPSI. It is important to note that improper disclosure may result in civil and criminal sanctions.

2. Access to any PII/PPSI related to programs funded by state or federal monies must be restricted to only those employees of the grant/contract recipient who need PII/PPSI in their official capacity to perform duties in connection with the scope of work in the grant/contract agreement.

3. Local staff/service providers must not extract information from data supplied by their funding source for any purpose not stated in the grant or contract agreement.

4. PII/PPSI data obtained by local staff or service providers as a result of USDOL or NYSDOL request must not be disclosed to anyone but the requesting agency. Exceptions to this may be made only as permitted by the requesting agency (USDOL or NYSDOL).

5. Members of the public seeking information under the Freedom of Information Law (FOIL) must be directed to the NYSDOL website and advised that they may file their FOIL request using the Electronic Request Form found on the Freedom of Information Law page.

B. **Security Protocols**

1. **Security Coordinators**: The LWDB and NYSDOL assign Security Coordinators to enforce data security requirements related to the use of OSOS and REOS for: local staff, service providers who have been provided access to OSOS and REOS through the local area, NYSDOL staff, and non-federally funded partner staff in each Career Center (comprehensive, affiliate and specialized) in the local area. Their contact information must be readily available in the Career Center.

2. Staff must understand the importance of confidentiality and complete staff training.

C. **Maintaining a Secure Environment**

1. To ensure that such PII/PPSI is not transmitted to unauthorized users, all PII/PPSI transmitted via e-mail or stored on CDs, thumb drives, etc., must be encrypted using a Federal Information Processing Standards (FIPS) 140-2-compliant and National Institute of Standards and Technology (NIST) validated cryptographic module, and adhere to the New York State's Encryption Standard. For more information, visit http://csrc.nist.gov/publications/fips/fips140-2/fips1402.pdf.

2. Local staff and service providers must not e-mail unencrypted sensitive PII/PPSI to any entity.

3. All PII/PPSI data obtained through grants/contracts funded with federal monies

shall be stored in an area that is physically safe from access by unauthorized persons at all times. Such data may only be processed using equipment and services approved by the LWDB and NYSDOL.

4. Accessing, processing, and storing of PII/PPSI data on personally owned equipment, including but not limited to laptops, tablets, portable devices and personal computers, at off-site locations and non-grantee managed Information Technology services, (e.g., Yahoo mail), is strictly prohibited.

5. All PII/PPSI data must be processed in a manner that will protect the confidentiality of the records/documents and is designed to prevent unauthorized persons from retrieving such records by computer, remote terminal or any other means. Data may be downloaded to, or maintained on, mobile or portable devices only if the data are encrypted using NIST validated software products based on FIPS 140- 2 encryption. In addition, wage data may only be accessed from secure locations and those accessing it must adhere to New York State's Encryption Standard:

6. Local staff and service providers shall ensure that any PII/PPSI used during the performance of their grant/contract has been obtained in conformity with applicable Federal and State laws governing the confidentiality of information.

7. Whenever possible, the OSOS ID number must be used for participant tracking instead of Social Security Numbers (SSN). If SSNs are to be used for tracking purposes, they must be stored or displayed in a way that is not attributable to a particular individual, such as using a truncated SSN. In addition, full SSNs should never be emailed, even when using encryption methods.

8. Local managers/supervisors must conduct and document an **environmental assessment** in Career Centers to determine whether local staff are maintaining a secure PII/PPSI environment (both physical and electronic/digital). The **Confidentiality – Environmental Assessment form** provides a sample template which may be used. Completed forms must be maintained by the Security Coordinator for three years. The assessment form is available on the server under Policy/WIOA folder.

9. Records containing PII/PPSI, whether hard copy or electronic, may not be left open and unattended.

10. Hard copy documents containing PII/PPSI must be maintained in locked cabinets when not in use.

11.Local staff and service providers must retain data received from USDOL funded grants only for the period of time required to use it for assessment and other purposes, or to satisfy applicable local/ state/federal records retention requirements, if any. Thereafter, all data must be thoroughly and irretrievably destroyed.

12.Appropriate methods must be used for destroying sensitive PII/PPSI in paper files include shredding or use of Columbia Greene Community College secure document shredding service.

13.Partners will permit NYSDOL and/or USDOL to make onsite inspections during regular business hours in order to conduct audits and/or other investigations to ensure compliance with confidentiality requirements, provided reasonable notice is given. Partners will also make records available to NYSDOL and/or USDOL and/or their authorized designees for the purpose of inspection, review and/or audit.

D**. Breaches of Confidentiality**

1. A breach of confidentiality is an event that compromises or potentially compromises the confidentiality of an individual's or group of individuals' PII/PPSI. A breach may include the loss of control, unauthorized disclosure, unauthorized acquisition, unauthorized access, misuse or unauthorized modification of PII/PPSI or similar situations, whether physical or electronic. Some examples include but are not limited to:

   a. Computers, laptops, CDs, or disks containing a customer's PII/PPSI are missing or stolen;
   b. An individual's PII/PPSI is revealed to a third party without a valid consent to do so on file;
   c. A customer receives another customer's mail that lists the customer's name, address, and SSN;
   d. Department records containing an individual's PII/PPSI are downloaded or copied;
   e. An electronic device is infected or potentially infected with a virus or worm; or
   f. Discussion of PII/PPSI is overheard by an unauthorized individual.

2. A breach or suspected breach of confidentiality must be reported to the Career Center Director immediately. The Career Center Director must immediately complete a **New York State Security Breach Reporting Form**. This form shall be emailed to infoSec.IT@labor.ny.gov and OSOS.WDTD@labor.ny.gov, copying appropriate local area Security Coordinators.

3. The Career Center Director, local staff and/or service providers will comply with NYSDOL instructions; must cooperate with any investigation commenced by NYSDOL regarding the breach or suspected breach; and are responsible for complying with any corrective action required by NYSDOL to address the breach.

4. All breaches are required to be reported in compliance with the New York State Breach Notification Act. The New York State Information Security Breach and Notification Act is comprised of section 208 of the State Technology Law and section 899-aa of the General Business Law.

Policy #: 722 Title: Reporting Alleged Fraud, Program Abuse or Criminal Conduct

Effective Date: 3/24/14

Amended Date:

Policy Description: Allegations, suspicions and complaints of fraud, program abuse and/or criminal conduct involving grantees or other entities or sub-recipients receiving funds directly or indirectly from USDOL/ETA and/or NYSDOL must be documented and reported to NYSDOL.

Reference Documents: TEGL 2-12
TA 12-15
CGCC Board Policy Manual – Code of Ethics

Procedures: If any person involved with the implementation of a USDOL/ETA or NYSDOL authorized program becomes aware of any allegations, suspicions or complaints involving possible fraud, abuse or criminal conduct, it must be reported to the NYSDOL immediately. NYSDOL will make a determination if the reported instance must be further reported to USDOL/ETA.

To report such activity, open Attachment A of TA 12-15 and fill out the Incident Report. It should be submitted it to NYSDOL via email to WDTD.Onestop@labor.ny.gov, using the subject line Possible Fraud/Abuse/Criminal Conduct**.** The email should be copied to both the WIB Director/Consultant and the Workforce Investment Office Director. Please include contact information in the submission, as a representative from NYSDOL will follow up on the report.

The definition of employee/participant misconduct; fraud, misfeasance or malfeasance; gross mismanagement; and misapplication of funds included below were developed by the United States Department of Labor to provide guidance in the reporting process. These definitions are illustrative and are not intended to be either fully inclusive or restrictive.

Emergency. A situation involving imminent health or safety concerns, or the imminent loss of funds exceeding an amount much larger than $50,000 (e.g., $500,000).

Employee/Participant Misconduct. Actions occurring during or outside work hours that reflect negatively on the Department or its mission including, but not limited to: conflict of interest or the appearance of conflict of interest involving outside employment, business and professional activities; the receipt or giving of gifts, fees, entertainment, and favors; misuse of Federal/State property; and, misuse of official information and such other activities as might adversely affect the confidence of the public in the integrity of the government (See 29 CFR Part 0;5 CFR Parts 2635 and 5201) as well as serious violations of Federal and State laws.

Fraud, Misfeasance, Nonfeasance or Malfeasance. Any alleged deliberate action, which may be in violation of Federal statutes and regulations. This category includes, but is not limited to, indications of bribery, forgery, extortion, embezzlement, theft of participant checks, kickbacks from participants or contractors, intentional payments to a contractor without the expectation of receiving services, payments to ghost enrollees, misuse of appropriated funds, and misrepresenting information in official reports.

Gross Mismanagement. Actions or situations arising out of management ineptitude or oversight and leading to a major violation of the legislative process, regulations, or contract/grant provisions. Such actions or situations have the potential to severely hamper accomplishments of program goals, waste government resources, and jeopardize future support for a particular project. This category includes, but is not limited to, unauditable records, unsupported costs, highly inaccurate fiscal reports or program reports, payroll discrepancies, payroll deductions not paid to the Internal Revenue Service, and lack of good internal control procedures.

Misapplication of Funds. Any alleged deliberate use of funds, assets, or property not authorized or provided for by legislation or regulations, grants, or contracts. This category includes, but is not limited to, nepotism, political patronage, use of participants for political activity, ineligible enrollees, conflict of interest, failure to report income from Federal finds, violation of contract/grant procedures, and the use of Federal funds for other than specified purposes. An incident report should be filed when there appears to be an intent to misapply funds rather than merely for a case of minor mismanagement.

Policy #: 723 Title: WIOA Career Services

Effective Date: 7/1/15

Amended Date: 7/17/18

Policy Description: WIOA redefines services offered by Workforce NY Career Centers from WIA Core and Intensive Services to Career Services. All Career Centers must make career services available.

Reference Documents: TEGL 3-15

Procedures:

Basic Career Services

- Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs;
- Outreach, intake (including identification through the state's Worker Profiling and Reemployment Services system of unemployment insurance (UI) claimants likely to exhaust benefits), and orientation to information and other services available through the one-stop delivery system;
- Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive service needs;
- Labor exchange services, including—
    - Job search and placement assistance, and, when needed by an individual, career counseling, including—
        - Provision of information on in-demand industry sectors and occupations (as defined in sec. 3(23) of WIOA); and,
        - Provision of information on nontraditional employment (as defined in sec. 3(37) of WIOA);
- Provision of referrals to and coordination of activities with other programs and services, including those within the one-stop delivery system and, when appropriate, other workforce development programs;
- Provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including—
    - Job vacancy listings in labor market areas;
    - Information on job skills necessary to obtain the vacant jobs listed; and
    - Information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for those jobs;
- Provision of performance information and program cost information on eligible providers of training services by program and type of providers;
- Provision of information about how the local area is performing on local performance accountability measures, as well as any additional performance information relating to the area's one-stop delivery system;
- Provision of information relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance, including: child care; child

support; medical or child health assistance available through the State's Medicaid program and Children's Health Insurance Program; benefits under the Supplemental Nutrition Assistance Program (SNAP); assistance through the earned income tax credit; housing counseling and assistance services sponsored through the U.S. Department of Housing and Urban Development (HUD)1; and assistance under a State program for Temporary Assistance for Needy Families (TANF), and other supportive services and transportation provided through that program;
- Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA; and
- Provision of information and assistance regarding filing claims under UI programs, including meaningful assistance to individuals seeking assistance in filing a claim—
  - Meaningful assistance means providing assistance:
    - On-site using staff who are properly trained in UI claims, filing, and/or the acceptance of information necessary to file a claim2, or
    - By phone or via other technology, as long as the assistance is provided by trained and available staff and within a reasonable time;

Individualized Career Services
- Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include—
  - Diagnostic testing and use of other assessment tools; and
  - In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
- Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including the list of, and information about, eligible training providers;
- Group and/or individual counseling and mentoring;
- Career planning (e.g. case management);
- Short-term pre-vocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training, in some instances pre-apprenticeship programs may be considered as short-term pre-vocational services;
- Internships and work experiences that are linked to careers;
- Workforce preparation activities that help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in utilizing resources, using information, working with others, understanding systems, and obtaining skills necessary for successful transition into and completion of postsecondary education, or training, or employment;
- Financial literacy services;
- Out-of-area job search assistance and relocation assistance; and
- English language acquisition and integrated education and training programs.

Follow-up Services
Follow-up services are provided, as appropriate, for participants who are placed in unsubsidized employment, for up to 12 months after the first day of employment. Case management and counseling services can be provided upon request. Participants can also request supportive service funding, as available, and at the discretion of career advisors. Some types of assistance that can be provided include emergency car repair, gas funding,

taxi fare and day care assistance when no other sources of funding are available. To support job related skill development participants can be provided with a Metrix license to supplement their training needs.

Policy #: 724 Title: WIOA Allocation Formula

Effective Date: 6/1/16

Amended Date:

Policy Description: NYS DOL Division of Research and Statistics shared the allocation formula they use to distribute WIOA funds to local areas

Procedures:

New York State Allocation Formula for the WIOA Adult and Youth Programs

Allocation Factor	Weight Assigned in Formula	Data Sources
Unemployed in Areas of Substantial Unemployment (6.5%)[1]	33.3%	Local Area Unemployment Statistics, NYSDOL, annual data
Excess Unemployed (4.5%)[2]	33.3%	Local Area Unemployment Statistics, NYSDOL, annual data
Economically Disadvantaged Adults (Adult formula only)[3]	33.3%	Census
Economically Disadvantaged Youth (Youth formula only)[4]	33.3%	Census

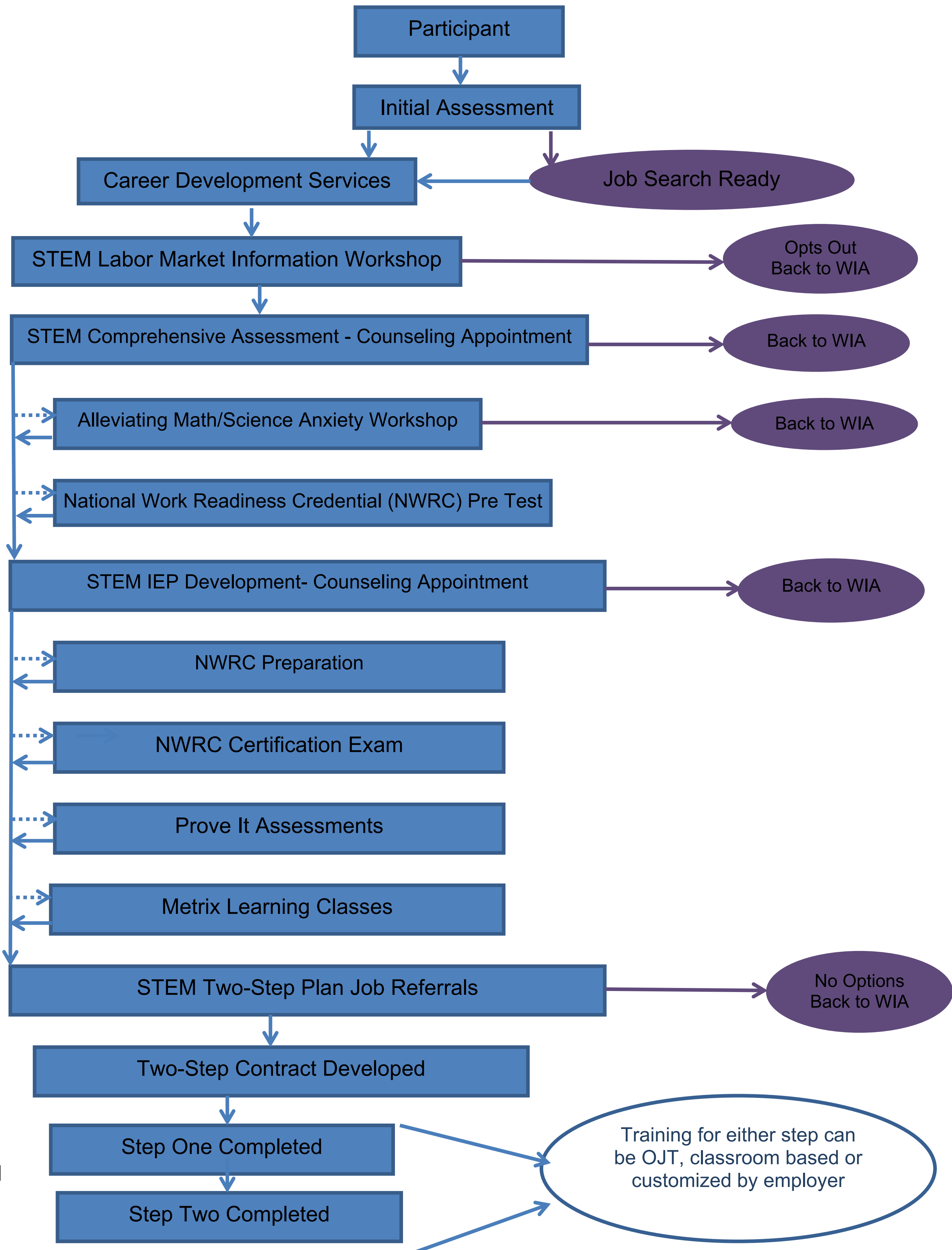
1 Number of unemployed persons in areas with an unemployment rate of 6.5 percent or more.
2 Number of unemployed in excess of 4.5 percent of the civilian labor force (in the WIB or in the areas of substantial unemployment within the WIB, whichever is higher).
3 An adult aged 22-72 whose income, or whose family income, was below poverty or below 70 percent of the lower living standard income level.
4 A youth aged 16-21 whose income, or whose family income, was below poverty or below 70 percent of the lower living standard income level.

New York State Allocation Formula for the WIOA Dislocated Worker Program

Allocation Factor	Weight Assigned	Data Sources
Unemployment Insurance Beneficiaries	Combined Weight[5] 92%	Unemployment Insurance data, most recent year, New York State Department of Labor
Long Term Unemployed		US Department of Labor, Bureau of Labor Statistics and NYSDOL, most recent Calendar Year
Unemployed in Areas of Substantial Unemployment (6.5%)[1]	2%	Local Area Unemployment Statistics, NYSDOL, annual data
Unemployed under the Mass Layoff Statistics program[2]	2%	Mass Layoff Statistics, NYSDOL, 2-year data
Change in Employment in Industries with Job Losses in Past Five Years[3]	2%	Quarterly Census of Employment and Wages, NYSDOL, 5-year data
Farms with Net Losses[4]	2%	Number of Farms with Sales of $10,000 or more, with expenses in excess of sales, 2012 Census of Agriculture

1 Represents unemployment concentrations.
2 Defined as 50 or more UI claimants from a single firm within a five week period.
3 Represents declining industries data. Defined as the number of jobs lost during the most recent five-year period in industries that lost jobs. The number of jobs lost is determined by employment reports of employers as filed with the New York State Department of Labor under the Unemployment Insurance program (QCEW data).
4 Represents farmer-rancher economic hardship data.
5 The factors for Unemployment Insurance Beneficiaries and Long Term Unemployed have a combined weight of 92 percent. They are, in effect, self-weighted in proportion to the total number of UI beneficiaries and long term unemployed.

Policy #: 72? **Title: WIF Customer Flow Chart**



Policies 800 – 899 OSOS & REOS

Policy #: 800 **Title: OSOS Level 1 Service Definitions & Data Entry Procedures**

Effective Date: 9/27/06

Amended Date:

Policy Description: To implement OSOS modifications and data entry procedures for recording participant information and services in OSOS under Common Measures and Functional Alignment, ensuring that all staff are using the same definitions to identify Columbia-Greene specific services

Reference Documents: TA #06-16
TA #06-16 CG Attachment 2

Procedures: Staff should use the document TA #06-16 CG Attachment 2 as a reference in determining how to record information into OSOS. This document is saved on the W drive in the Policy folder.

Policy #: 801 Title: OSOS Reporting Fields for WIA & WP

Effective Date: 7/24/09

Amended Date:

Policy Description: To understand what OSOS fields are used when the NYS DOL prepares reports that evaluate performance at both the state and federal level.

Reference Documents: Excel Spreadsheet OSOS Reporting Fields for WIA & WP 0709

Procedures: Staff should use the excel spreadsheet: OSOS Reporting Fields for WIA & WP 0709 as a reference in determining how their recording of information into OSOS affects performance reports issued by NYS DOL. This document is saved on the W drive in the Policy folder. A hard copy is in a binder, stored over the WIA Fax machine.

Policy #: 802 Title: REOS Letter Generation

Effective Date: 3/22/10

Amended Date:

Policy Description: To understand how to create customer letters for mass mailings using the REOS System

Reference Documents:

Procedures: For staff that have access to the DOL network, the following steps can be taken:

<u>To Add a Letter to REOS</u>

1. Starting at the Desk Top, Click on My Network Places.
2. You will need to locate Hudson Letters; each computer may be set up differently.
3. You can select an existing letter, click save as, name the letter, then click save.
4. Now you can set up the letter by either copying and pasting or typing in the contents.
5. When done save.

<u>Adding the Letter to REOS SYSTEM</u>

1. Sign onto REOS, Click on Schedule, Click on Edit Office.
2. At the bottom of the page, under Letter Types, click on Add a letter. Enter the File Name in Letter Type, and Enter the name of the letter in Letter Description. Then Click on Add to save.

<u>To Add an Appointment Location</u>

1. Under Appointment Locations, Click on the Aerial button next to Add, and then enter the name and room number, then Click Add to save.

<u>Editing a Letter or Appointment Location</u>

1. You can also Edit a Letter or Appointment by Clicking the Aerial button next to the Letter or Appointment Location and making any changes.
2. You can also Delete a Letter or Appointment Location by Clicking on the Aerial Button next to either, and then Clicking on Delete.

Policy #: 802.1 Title: REOS Job Fair Letter instructions

Effective Date: 3/22/10

Amended Date:

Policy Description: To understand how to mail customer letters for mass mailings using the REOS System

Reference Documents:

Procedures: To prepare Job Fair letters for mailing, the following steps in REOS can be taken:

1. Sign onto REOS
2. Click Search
3. In REOS Record Status, enter “Active Extended” or “Active TEUC”, either of these headings provide you with the same Customer listing.
4. Click on Customer Characteristics.
5. Enter the following:
    - Yes in Work Search Required Status
    - No in 599 Status
    - No in Shared Work Status
    - No in SEAP Status
    - No in Union Status
    - No in TLO Status
6. At the left side of the screen, enter no in Vet Status
7. Click Search, when list comes up, click check all and then click on Group Schedule at the bottom of the page.
8. Click on Generate Letters Only (No appointment Scheduled)
9. Click on Letter Type, select Job Fair letter
10. Click proceed, click Confirm finalize, Click on Data File, Enter File Name and then Save.
11. You will then do a Search for Active Regular in the REOS Record Status, following the same instructions as above.

NOTE: You can print your letters at any time from the Letter Generator.