

# TENCO Workforce Development Board

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Updated September 2024

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**TENCO WORKFORCE DEVELOPMENT BOARD****Policy No. 1****Residency Policy****Effective: November 9, 1999****Revision: June 28, 2005; February 18, 2009; February 16, 2011****Reviewed – no changes: 4/24/14****Revised: July 1, 2015 to reflect WIOA guidelines****Revised: May 18, 2016****Revised: September 6, 2023****Adult Population:**

Priority for individualized career and/or training services through the TENCO Workforce Development Board shall be given to adults (18 and up) who reside in the TENCO Workforce Development Area (WDA). Individuals residing outside of the TENCO area will be referred to the workforce area in which the individual resides (in-state or out-of-state). If services are not available through the area in which they reside, the individual may seek services through the TENCO workforce area.

**Dislocated Workers:**

In the event a layoff occurs, priority for individualized career and/or training services will be given to the individual residing in or dislocated from a business located in the TENCO area. If an individual resides outside the TENCO area, individuals will be served or referred for services based upon the most convenient location to the individual.

**Youth:**

Workforce services for youth who are attending a secondary school will be provided to residents of the TENCO area or to youth who reside outside of the TENCO area, but attend a secondary school located in the TENCO area. Youth who are not attending a secondary school will follow the residency policy established for adults and dislocated workers, as appropriate. Priority should be given to youth who live in the TENCO area.

**Providers of training services:**

Providers of training services may be located outside of the TENCO workforce area.

**Recruitment:**

As priority of service should be given to individuals who reside in the TENCO workforce area, recruitment should not occur outside of the local area.

The TENCO Workforce Development Board holds the right to limit funded services for individuals that do not reside and/or are not dislocated from the local area.

**TENCO WORKFORCE DEVELOPMENT BOARD****Policy No. 2****Supportive Services****Effective: Revised 5/8/01 – (Effective 7/1/01)****Revised: May 3, 2004, January 1, 2006****Revised: August 27, 2008 – Effective 9/1/08****Revised: February 18, 2009****Revised: June 7, 2013****Revised: May 21, 2014****Revised: May 16, 2018****Revised: September 6, 2023**

Supportive Services, such as mileage, childcare assistance and supplies are allowable services for Adult, Dislocated Worker, and Youth participants who are attending short-term prevocational or occupational skills training services. WIOA Career Counselors will ensure participants have funds available to pay for tuition costs prior to approving supportive services.

**Mileage/Transportation:**

The cost of mileage incurred by a participant receiving short-term prevocational services or training services through the TENCO Workforce Investment Board may be provided at the rate of .43 per mile or the actual cost of public transportation, up to \$20.00 per day. Mileage assistance may be available if a participant's unmet educational need exceeds the amount available from other sources of funding. Participants may request payment for one round trip to training daily. The participant's need for mileage assistance shall be documented on the TENCO Financial Analysis form. TENCO will not be responsible for parking fees. A documented source such as google maps or MapQuest must be utilized to confirm the miles from the customer's home to their training and/or clinical site.

When the participant requests funding assistance for the cost of public transportation or a carpool, a receipt for the cost incurred shall be provided by the driver of the vehicle and included with the participant's supportive service request form. Transportation assistance is limited to one round trip per day.

**Childcare Assistance:**

Funding for childcare expenses may be available to participants receiving short-term prevocational assistance or occupational skills training services for children requiring all day or after school care, through age 12. Exceptions for age limitations will be made for children with disabilities or special circumstances requiring an adult's supervision or care. The financial need for childcare assistance shall be documented on the TENCO Financial Analysis Worksheet by a TENCO Career Counselor.

Childcare funding by the Workforce Development Board will not exceed the actual cost of childcare, after consideration of other sources of childcare funding, up to the following rates:

\$20.00/day for one child; \$26.00 / day for two children; \$35.00/day for three children; \$46.00/day for four or more children. Maximum amount per week is \$200.00 per week.

Childcare funding may offset the balance remaining, not to exceed a daily total specified above, after consideration of other sources of funding (state childcare assistance program or other). However, the total of all sources of childcare funding shall not exceed the actual cost of daily childcare.

Childcare services may be provided by any individual 18 years and older, other than a spouse or an individual living in the household of the child and/or participant. All participants shall submit a childcare form signed by the childcare provider for costs incurred. The Workforce Development Board will not be responsible for ensuring each childcare provider is paid for costs incurred. It is the responsibility of the childcare provider to collect payment for services rendered.

TOTAL FUNDS ALLOCATED FOR PARTICIPANTS PER YEAR FOR TRAINING EXPENSES, SUCH AS TUITION, FEES, BOOKS, MILEAGE, CHILD CARE, SUPPLIES, TESTING, ETC. MUST NOT EXCEED THE MAXIMUM TOTAL AMOUNT ALLOWABLE PER PARTICIPANT AS REFERENCED IN POLICY 7.

## TENCO WORKFORCE DEVELOPMENT BOARD

### **Policy No. 3**

### **Dislocated Worker Out-of-Area Job Search**

**Effective November 1, 1999**

**Revision: June 28, 2005**

**Revision: February 18, 2009**

**Reviewed – no changes: April 24, 2014**

**Revised: May 16, 2018**

Out-of-Area job search assistance may be provided to enrolled dislocated workers, if employment within the area in which the participant has a marketable skill or training is not available. Out-of-area job search shall be defined as seeking employment more than 50 miles from the participant's current residence. The participant must have confirmed scheduled interview(s) and received approval by the TENCO Career Counselor prior to conducting their out-of-area-job search. The following assistance will be available for out-of-area job search:

- Mileage for participant's vehicle at the current rate established by the TENCO Workforce Development Board not to exceed the maximum allowable.
- Meal expenses based on the current Buffalo Trace Area Development District per diem rate for each meal;
- Lodging expenses, not to exceed \$100.00 per night at a commercial hotel/motel, not to exceed two (2) nights of lodging.

Participants will be limited to a total of three (3) out-of-area job searches, up to \$400.00 per job search.

Out-of-area job search will be reimbursed upon receipt of the out-of-area job search reimbursement request, original receipts for expenses. Meal allowances do not require receipts due to per diem rate established by the Administrative Entity.

## **TENCO WORKFORCE DEVELOPMENT BOARD**

### **Policy No. 4**

### **Dislocated Worker Relocation Assistance Policy**

**Effective: November 9, 1999**

**Revision: 5/10/2000**

**Revision: 2/18/2009**

**Revision: 5/21/2014**

**Revision: 5/16/2018**

Relocation assistance will be available for eligible dislocated workers who have accepted employment outside of their commuting area. The commuting area is defined as 100 miles one-way from the residence of the participant. Relocation assistance shall be requested prior to relocating the participant's family. Requests will not be approved retroactively.

Relocation assistance funds may be used for the following expenses, upon approval by a WIOA Counselor and receipt of an original invoice provided by the participant:

- ◆ Packing or moving expenses by a commercial carrier;
- ◆ Truck or trailer rental, including gasoline expenses;
- ◆ Mileage for participant-owned vehicle at current mileage rate;
- ◆ Daily lodging and meal expenses while in travel status (2 days maximum).

Lodging Expenses shall not exceed \$100.00 per night at a commercial hotel/motel. Meal Expenses, per individual in the immediate family, shall not exceed the current per diem rate for each meal as specified in Buffalo Trace Area Development District policy (No receipts required for per diem).

Immediate family is defined as: two or more persons related by blood, marriage, or decree of court, which are living in a single residence, and are included in one or more of the following categories:  
(Workforce Investment Definition per WIOA Regulation)

- A. Husband, wife and dependent children
- B. A parent or guardian and dependent children.
- C. A husband and wife.

The WIOA Counselor may approve relocation assistance if the following conditions are met:

- ◆ The participant shall be registered (enrolled) as a TENCO dislocated worker and/or Trade;
- ◆ The participant has accepted regular full-time employment;
- ◆ The new job necessitates a physical relocation of the household. The WIOA Career Counselor shall verify that the new employment is at least 100 miles one way from the current residence of the participant, per map mileage, atlas, or other reliable source;
- ◆ Relocation assistance must be approved before the participant has moved;
- ◆ Relocation of the household must take place within 90 days of starting the new job;

- ♦ The participant's relocation costs are not being paid through other sources. However, if an outside source is assisting with relocation expenses, and the expenses exceed the amount paid by the outside source, the difference may be paid with dislocated worker or Trade funds.

Upon completion of the appropriate Relocation Request form, reimbursement for relocation assistance will be made for actual costs, **up to the amount of \$1200.00 per dislocated worker for a total of one relocation.**

The request for reimbursement must be submitted within 30 days from the date expenses were incurred.

## **TENCO WORKFORCE INVESTMENT BOARD**

### **Policy No. 5**

#### **Board Policies**

#### **Board Compensation and Travel Policy**

**Effective: October 1, 1999**

**Revision: February 18, 2009**

**Reviewed – no changes: April 24, 2014**

Members of the TENCO Workforce Investment Board shall serve without compensation. However, members may be reimbursed for reasonable travel expenses incurred during the course of WIB activities, in accordance with Administrative Entity policies.

#### **Procedure:**

Reimbursement for travel costs incurred by Board members in the performance of official Board business or Workforce Development conferences while away from the member's regular course of duties will be allowable. Travel reimbursement will be limited to the following expenses: Transportation or mileage, food, lodging, tolls, tips, vehicle rental.

1. Transportation: Travel expenses will be covered for reasonable personal or public transportation, using the most economical means of travel. The actual cost of air or land travel fares will be paid, not to exceed the cost of accommodations for air coach class, unless only first class is available. When personal vehicles are used for travel, the mileage rate paid based on the current Buffalo Trace ADD rate. When ground transportation costs exceed public transportation by air coach class fares, a Board member will be reimbursed at the specified mileage rate, not to exceed the total of the airline ticket.
2. Lodging: Board members will be reimbursed for the actual cost of lodging with a receipt required on all lodging expenses claimed. The Administrative Entity will make arrangements for Board member accommodations for lodging.
3. Meals – Meal expenses, when not included with a conference, will be paid on a per diem basis, in accordance with policies established by Buffalo Trace Area Development District Board.
4. Other – Tolls, parking, baggage, tips, car rentals are allowable when necessary for conducting business of the Board, up to the actual amount paid for such expenses. Receipts are required for expenses over \$2.00 per incident.
5. Authorization and Compensation:
  - a. All out-of-state travel will be approved by the Workforce Development Director.
  - b. Official travel will be conducted using the most economical means or standards available via the most direct routes. Commercial airline travel will be limited to coach class, unless coach class is unavailable.



- c. Reimbursement will not be made for entertainment or alcoholic beverages. Reimbursement for meals will be made on a per diem basis.
- d. Reimbursement will not be made for personal telephone calls.
- e. Buffalo Trace Area Development District will reimburse Board members for travel expenses within 30 days upon receipt of the request for reimbursement. Travel requests shall include necessary receipts and/or information to justify the amount requested for reimbursement.
- f. In the event funding does not permit members of the Board to travel out-of-state, the following priority will be implemented: Chairperson, Vice-Chair, Secretary, immediate past Chairperson, ex-officio members of the Executive Committee to be determined on a basis of attendance at meetings. Prior approval shall be granted by the Workforce Development Director.
- g. All expenses must be reconciled in accordance with federal, state, and local policies.

## **TENCO WORKFORCE INVESTMENT BOARD**

### **Policy No. 6**

#### **Board Policies**

#### **Payment of Board Member Registration Fees**

**Effective: October 1, 1999**

**Revision: February 18, 2009**

**Reviewed – no changes: April 24, 2014**

Buffalo Trace Area Development District will pay professional workforce development organization registration and membership fees required for Board members to participate in Workforce Development conferences or professional development training. Registration with professional workforce development organizations will be allowable only when necessary in conducting business or travel for the Workforce Investment Board. Board members should notify the Director if other sources of funding are available to pay the cost of registration or fees on behalf of the member. Payments to professional workforce development organizations for registration or membership fees shall receive prior approval from the Workforce Development Director.

## **TENCO WORKFORCE DEVELOPMENT BOARD**

### **Policy No. 7**

#### **Limitation on Costs**

**Effective:06-16-03**

**Revision: June 28, 2005; January 1, 2006; February 18, 2009**

**Revisions: February 16, 2011 – Effective July 1, 2011; June 7, 2013; May 21, 2014**

**Revision: May 18, 2016**

**Revision: May 18, 2019**

**Revision: December 18, 2019**

TENCO Workforce Development Board will authorize payments for adult, dislocated worker and youth for **tuition, fees, textbooks, supplies/testing, and supportive services** through individual training accounts, participant reimbursement, or within the contract in which they are enrolled. Contracts must adhere to TENCO's Limitation on Costs policy. The following is the limitation on funding to be provided to WIOA adult, dislocated workers and youth participants.

- TENCO may approve up to a **maximum** of \$4,000.00 for costs associated with occupational skills training per fiscal year (July 1 – June 30). This limitation includes tuition, fees, textbooks, supplies/testing, and supportive services. On-the-Job Training, Internships/Work Experience, Relocation, and Out-of-Area costs are not included in this limitation.
- Occupational skills training programs that are twelve (12 months) or less and reflect successful past performance defined as:
  - 75% graduation rate; and
  - 70% employment in the field of study during the second quarter after exit.

may be approved up to a maximum of \$8,000.00 per training program for costs associated with their occupational skills training. Performance will be calculated from the previous fiscal year data.

- At the discretion of the TENCO Workforce Development Director, up to 5% of the total formula funds available may be used to increase the limitation of funding. The Workforce Development Career Counselor will be required to justify in writing the request to increase funding levels above the maximum. The Director shall approve or deny the request in writing and submit to the Workforce Development Career Counselor, Program Coordinator, and Fiscal department.

**Tuition and Fees:** Tuition expenses and educational fees may be paid. This applies to tuition and fees for on-campus, off-campus, and internet-based courses toward the completion of a course of study. Tuition and fees are to be paid via a Voucher system. These costs are not reimbursable to the customer.

**Text and Reference Books:** To be allowable, the text or reference book must be required or recommended by the instructor of the course in which the participant is enrolled and must correspond to the subject matter of the chosen course of study.

This applies to text or reference books for on-campus, off-campus, and internet based courses. These costs may be paid via voucher and/or reimbursed to the customer after receiving adequate documentation.

Supportive Services: Supportive services in the form of transportation and/or child care assistance may be reimbursed to the participant at the rate identified by TENCO's policy number two. Supplies/testing required by an educational institution to complete a field of study and/or obtain a required certification /license may be paid as part of a support service for participants. Supplies must be approved by TENCO. A supply list will be maintained by TENCO staff. Excluded supplies include: firearms or weapons, ammunition, medicines, computers and general school supplies, such as notebooks, pencils, or paper. Supply costs may be paid via voucher and/or reimbursed to the participant after receiving adequate documentation.

If tuition, fees, textbooks, supplies/testing, and/or supportive service costs exceed the maximum amount allowable, the participant may select the item(s) to be paid through WIOA funds and will assume the responsibility for the balance.

**TENCO WORKFORCE DEVELOPMENT BOARD****Policy No. 8****Coordination with Pell  
and Other Funding Sources****Effective: November 1, 1999****Revision: June 28, 2005****Revision: February 18, 2009****Reviewed – no changes: April 24, 2014****Revision: August 21, 2019****Revision: May 20, 2020**

Career Counselors shall document a student's total cost of education and availability of grant funding prior to obligating training funds. All participants enrolled in occupational skills training will be required to apply for Federal Financial Aid. Pending and/or available Financial Aid (exclusions include Veteran Benefits and Loans) identified by the school or student at the time of the WIOA budget worksheet completion must be obligated toward tuition and fees. If a student's financial aid award changes after WIOA funds have been obligated, adjustments shall be made to the individual's budget worksheet.

Exceptions include programs and/or schools that are ineligible for Federal Financial Aid, such as programs offered through Workforce Solutions. Career Counselors will obtain and upload documentation to support the ineligibility of programs and/or schools.

WIOA funds, up to limits established by the Board, may be allocated on behalf of a participant whose educational costs exceed the amount available through other funding sources, excluding student loans and veteran benefits.

**TENCO WORKFORCE DEVELOPMENT BOARD****Policy No. 10****Self Sufficiency****Effective: March 11, 2003****Revision Date: June 28, 2005****Revision Date: February 18, 2009****Reviewed – no changes: April 24, 2014****Revision Date: August 19, 2015****Revision Date: May 18, 2016****Revision Date: March 2, 2021; Revision December 14, 2022****Revision Date: March 11, 2024****Adults:**

The TENCO Workforce Development Board defines self-sufficiency for WIOA Adults as individual income of \$29,121.00 or more per year. Individuals earning a self-sufficient wage (calculated by wages earned during the last 6 months X 2) are ineligible for funded career and/or training services through WIOA formula funds unless the individual can document a company lay-off or termination and/or they meet one of the exceptions below.

**Exceptions:**

- Incumbent worker projects are designed to increase competitiveness of the employee and employer, avert potential layoffs, and assist employees in retaining their current job or be promoted within their company.
- OJT applicants who are currently employed may be enrolled with a current wage of \$29,121.00 or more if their wages will be increased by 25% through enrollment into the OJT.
- Career Pathway is designed to assist individuals in advancing their careers.
- Layoff Aversion projects which are designed to prevent individuals from losing employment.

The TENCO Workforce Development Board may, by majority vote, select to waive the self-sufficiency policy for special projects that will benefit the community and assist in closing the skill gap in Kentucky. Documentation supporting the waiver of such policy will be maintained in the project and/or participant file.

NOTE: The previous version of Policy 10 is viable through March 22, 2024 for individuals who have already started the eligibility process under those guidelines.

**TENCO WORKFORCE DEVELOPMENT BOARD****Policy No. 12****Out-of-State Training****Effective: February 8, 2000 (Revised 5/10/2000)****Revision Date: June 28, 2005****Reviewed – no changes: April 24, 2014****Revision: August 21, 2019**

The TENCO Workforce Development Board has established a priority for referral of eligible adults, dislocated workers, and youth to training institutions located in the Commonwealth of Kentucky. Out-of-State training institutions may be utilized if training for a specific field of study is not available in Kentucky, provides opportunity for earlier graduation, or training in KY is not located within a reasonable commuting distance for the participant **(within 30 miles from the residence of the participant)**. **If the participant anticipates encountering difficulty with traveling the distance as specified by the Board (transportation, child care, etc.), TENCO WDA Counselors may evaluate each circumstance on an individual basis.** Case notes shall reflect the rationale for referral of a participant to an out-of-state institution.

All training providers must be included on the statewide Eligible Training Provider List and/or through an agreement between the state in which the institution exists and Kentucky to be eligible for an Individual Training Account/Voucher.

## **TENCO WORKFORCE DEVELOPMENT BOARD**

### **Policy No. 13**

#### **Conflict of Interest**

**Effective: May 10, 2000**

**Revision Date: May 21, 2014**

Members of the TENCO Workforce Development Board, WDB Committees, and WDA staff shall not receive compensation, gifts, or gratuities from organizations, business concerns, or individuals with whom the Board has official business relationships. These limitations do not apply to acceptance of articles of negligible value that are distributed generally. Members may receive reimbursement for travel costs incurred if the member is required to travel for conducting business of the Board. Board, and committee members shall follow the TENCO Workforce Development Board policy regarding travel reimbursement and rates.

#### **Conflict of Interest:**

(KRS 45A.340) – “No officer or employee of an agency or organization may be in any manner interested, either directly or indirectly, in his own name or in the name of any other person, association, or organization, in any contract for the performance of any work in the making or administration of which officer or employee may be called upon to act or vote. No such officer or employee may represent, either as agent or otherwise, any person, association, or organization with respect to any application or bid for any contract or work in regard to which such officer or employee may be called upon to act or vote. Nor may any such officer or employee take, solicit, or receive, either directly or indirectly, any money or other things of value as a gift or bribe or means of influencing his vote or action in his/her official character. Any contract made and procured in violation thereof is void.”

A conflict of interest would exist if a member of the Board, Committee or staff participates in decisions that would financially benefit:

- i) The individual
- ii) Any member of the individual’s immediate family (parents, spouse, children, siblings, aunts, uncles, cousins, grandparents, in-laws, step-parents, step-children, and/or anyone living in the household)
- iii) The individual’s partner
- iv) An organization that employs, or is about to employ, any of the above, that has a financial or other interest in the firm or organization selected for award or,
- v) A co-worker or co-workers family, as defined above.

Members of the Board, Proxies, WDB Committees and staff who may have a real or apparent conflict of interest will be required to disclose and refrain from participation during discussion or consideration of funding the project or proposal.

#### **Disclosure Statement:**

All Board and WDB Committee members shall disclose, prior to any vote, any direct or indirect personal, family or business relationship with any vendor or service provider with whom the Board are considering doing business directly or through the Administrative Entity. Members of the Board and WDB Committees and staff will be required to complete a disclosure statement one time each fiscal year that discloses to the Workforce Development Director all associations or organizations in which the Board/Committee member or staff person is involved. This will ensure that the Director is aware of any real or apparent conflicts of interest that may arise with regard to funding projects or the delivery of services by specific organizations or associations. This disclosure statement will remain on file at the office of Buffalo Trace Area Development District.



## **TENCO WORKFORCE DEVELOPMENT BOARD**

### **Policy No. 14**

#### **Short-Term Pre-Vocational Assistance**

**Effective: May 8, 2001 (Revised 12/4/01)**

**Revision Date: July 1, 2008; February 18, 2009; February 16, 2011; May 26, 2011; May 16, 2012**

**Revision Date: June 7, 2013; May 21, 2014**

Participants served by TENCO Workforce Development Area through Individualized Service opportunities may receive funding to support short-term pre-vocational assistance for the following purposes:

**Regulatory/Certification Standards:** Examples – OSHA, TWIC, tow motor certification, other short-term development of skills that could assist individuals in gaining and/or retaining employment.

**Social/Soft skills development** - development of learning, communication, interviewing, punctuality, and/or personal maintenance skills; development of professional conduct skills; and skills necessary to prepare individuals for unsubsidized employment or training.

**Basic computer classes** - Classes that will not lead to a formal credential, but will enhance the participant's employment opportunities

Resources to pay for pre-vocational services will be leveraged through other entities, if possible, prior to WIOA funds being expended.

EKOS shall include the rationale for approving such assistance and describe the assistance to be provided. All other sources of funding shall be accessed prior to obligation of Title I funds for this purpose.

Providers of short-term pre-vocational assistance may include, but are not limited to the following organizations:

- The Workforce Development Area One Stop Career Center;
- Career Center partner agencies;
- Local Educational Institutions (secondary, post-secondary, vocational, or proprietary);
- Public or Private organizations experienced and capable of providing such assistance to those served.

#### **General Guidelines:**

Such assistance ***shall not lead to a formal credential***. A list of providers and a description of services will be made available at the career centers. Providers will not be guaranteed the referral of a specific number of individuals. Referrals will be based on participant need and the service to be provided in assisting the individual to obtain long-term employment at a self-sufficient wage. The WDA Career Counselor will document the rationale for referral of individuals to short-term prevocational assistance and will establish a budget for purposes of payment to the pre-vocational assistance provider.

**Costs for pre-vocational assistance shall not exceed \$2000.00, and shall not exceed 6 months in duration with a maximum of 2 pre-vocational activities.**

Payments will be made to vendors providing pre-vocational assistance at the rate charged to all individuals/organizations for the same service. Charges for specialized activities or materials shall be approved by the Workforce Development Director prior to obligating Title I funds. Participants may be reimbursed for supportive service costs as approved by Board policy.

TENCO WORKFORCE DEVELOPMENT BOARD

Policy No. 15

Proprietary Schools

Effective: November 14, 2000

Reviewed – no changes: April 24, 2014

Educational institutions that are not qualified to receive Title V Higher Education Assistance funding (Pell) or is not accredited or licensed through a nationally-recognized educational licensing Board shall be licensed as a Proprietary School through the State Proprietary Licensure Board prior to consideration for initial eligibility as a provider of training services.

**TENCO WORKFORCE DEVELOPMENT BOARD****Policy Number: 16****Effective Date: October 24, 2000****5% Window for Youth****Revision: February 18, 2009****Revision: May 21, 2014****Revision: May 18, 2016 (WIOA State Guidelines)**

Section 129 of the Workforce Innovation and Opportunity Act allows services to be provided for non-economically disadvantaged youth, not to exceed 5% of the total youth enrollment level:

To be eligible for Workforce Innovation and Opportunity Act services through the 5% provision, youth ages 16-24, shall meet one of the criteria listed below and be approved by the Workforce Development Director:

1. An in-school youth
- Or
2. An out-of-school youth who is either:
  - A. A recipient of a secondary school diploma or its equivalent who is either basic skill deficient or an English language learner or requires additional assistance to complete an educational program or secure and hold employment.

**Requires Additional Assistance includes any of the following factors:**

- Has been fired from a job within the 12 months prior to application
- No previous work experience/never held a job
- Has never held a full-time job (30+ hours per week) for more than 13 consecutive weeks
- Difficulty with social interaction or behavioral problems
- History of family disruptions, such as divorce, legally separated parents, family violence, alcohol or drug abuse, one or more parents incarcerated.
- Participating in an alternative program/setting
- Has chronic attendance or disciplinary problems
- Functioning at least one or more grade levels below his/her age group in the area of reading and math (age 18-24 – functioning at grade 11 or under)
- Has failed two or more subjects during the prior two years of school
- One of more parent lacks a high school diploma/GED

## **TENCO WORKFORCE DEVELOPMENT BOARD**

**Policy Number: 17**

**On-the –Job Training Contracts**

**Effective Date: November 14, 2000**

**Revised Date: May 3, 2004**

**Revised Date: October 17, 2007**

**Revised Date: May 21, 2014**

**Revised Date: May 20, 2020; Revision December 14, 2022**

On-the-Job Training services will be available for out-of-school youth, adults, and dislocated workers who qualify for WIOA training services. Companies/businesses are eligible for OJT contracts based on the following:

- 1) Alignment with the TENCO Board approved sectors.
- 2) The company/business is the employer of record.
- 3) Employees with the same job title and/or job description for which an OJT applicant would be placed are not currently in a layoff status or on strike.
- 4) Current employees will not be partially or fully displaced as a result of the OJT.
- 5) The company/business has not relocated within 120 days causing dislocation of employees in the original location.
- 6) If previous OJT funds have been allocated to the company/business, performance of the contract will be reviewed prior to awarding WIOA funds; and
- 7) Availability of WIOA funding.

Training shall occur with an employer where employment opportunities exist. Current employees may receive services through an OJT if the training will lead to increased wages and/or advanced employment or the training alleviates the employee's risk of layoff. The OJT shall **only** be written if the employee will be trained in new technologies, new occupational techniques, or skills, or for the purpose of workplace literacy. The OJT participant may not be a family member of the potential employer, as defined in the Workforce Innovation and Opportunity Act.

**Eligibility:** All OJT participants shall be eligible following WIOA guidelines prior to starting the OJT. Each participant will complete an assessment to determine current skills, education, and employment history.

**Length of Time:** OJT contracts may be written for the length of time necessary for the employee to become sufficiently trained based on industry standards and/or employer recommendations but shall not exceed six (6) months in duration.

**Training Plan:** The employer shall develop a training plan for the participant in coordination with the participant and TENCO representative.

**Reimbursement:** The OJT employer will be reimbursed at the rate of 50% of the employee's wages or salary, not to exceed a pre-determined amount, for the purpose of covering the extraordinary cost of training.

**Retaining Employee:** Upon successful completion of the OJT contract, the employer is required to retain the employee at a wage or salary, benefits, and working conditions to that of similarly situated employees in the same organization. Employers exhibiting a pattern of failure to retain employees who successfully complete all OJT training as specified in the training plan risk losing further assistance through the OJT program. **Pattern of failure is defined as:** Employers retaining less than 50% of the employees placed in an OJT contract. An employee will not be calculated in the pattern of failure if the following occurs:

- 1) The employee did not complete the OJT training plan.
- 2) TENCO representatives were notified of concerns/deficiencies during the OJT, and/or
- 3) The employee violates the company/business policy and/or procedure.

Consideration will be given for changes in economic and/or industry conditions.

Wages: An OJT training contract may not be written for occupations offering an entry level wage less than \$14.00 per hour.

Participants who are placed on an OJT contract may be eligible for incentives based on successful achievement of components within the training plan. Incentives are based on availability of funds.

TENCO WORKFORCE DEVELOPMENT BOARD

Policy No. 18

Youth Individual Referral for Occupational Skills Training

Effective: November 14, 2000

Reviewed – no changes: April 24, 2014

Youth, ages 16-24, may be referred for occupational skills training provided by an educational institution that has been approved as a vendor of occupational skills training services. Training shall be conducted in occupations shown to be in demand in the local area or an area in which the individual is willing to relocate and shall lead to self-sufficiency for the individual. The maximum amount specified for adult and dislocated worker services (policy number 7) applies.

The participant's individual service strategy shall include the need and rationale for approving occupational skills training, identification of the field of study and institution at which training will occur.

**TENCO WORKFORCE DEVELOPMENT BOARD****Policy Number: 19****Student Transfer of Schools and Programs****Effective Date: December 4, 2001****Revision: June 28, 2005****Revision: May 21, 2014****Revision: April 7, 2022**

Participants enrolled in occupational skills training may complete a transfer of school and/or a program of study one time during enrollment (prior approval by the Career Counselor required) with the potential for continued assistance provided by TENCO Workforce Development Board. All program and school transfers must meet requirements, such as the program being an occupation identified on the Occupational Training List and the school being approved as an Eligible Training Provider. Career Counselors shall include the rationale supporting the transfer of school or program in the state approved database. Career Counselors shall identify the field of study or institution to which the participant is transferring, and an explanation of how the transfer will affect financial support provided by the Board (i.e. – extended enrollment period, etc.). The two-year limitation of funding applies (policy #28). All funding is based upon the availability of funds.

**TENCO WORKFORCE DEVELOPMENT BOARD****Policy Number: 20****Participant Test Scores and GED****Effective Date: December 4, 2001****Revision: June 28, 2005; February 21, 2007; May 26, 2011; February 15, 2012****Revision: May 21, 2014; March 19, 2015; May 18, 2016****Revision: May 20, 2020; March 2, 2021; December 15, 2021;****Revision: December 14, 2022; September 3, 2024**

WIOA participants seeking funding assistance from the TENCO Workforce Development Area for a Certificate, Diploma, License, Associate Degree or higher must meet **one** of the following prior to receiving WIOA funds:

1. Score a **10<sup>th</sup>** grade level or higher in reading and math (Associate or higher degree). Score an **8.9** grade level or higher in reading and math (Certificate, Diploma, License programs) Test scores may be obtained from any reliable, standardized testing instrument which provides a grade level or equivalency, including: TABE, Compass, ACT and etc. The Assessment must have been completed within 3 years of the training approval.  
**Or**
2. Obtain the skill level identified as necessary to be successful in that occupation as provided by the NCRC or other comparable assessment.  
**Or**
3. Receive unconditional admittance into their program of study. (Passed Pre-Requisites and have official admittance letter)  
**Or**
4. Successfully completed post-secondary remedial classes in English and/or Math, as required by the training provider.  
**Or**
5. Earned the GED within the last three years.  
**Or**
6. Completed a minimum of 12 credit hours of post-secondary training within the last year and demonstrated an overall 2.0 grade point average or higher. WIOA Counselors will take into consideration the types of classes taken, classes required for the intended program of study, and other criteria pertaining to training and employment goals prior to issuing funds. If enrolled in an Associate Degree program or higher, an English and Math class must have been successfully passed within the prior credits. WIOA Counselors will document their decision in the state's database.  
**Or**
7. Has an overall high school grade point average of a 2.0 or better. Graduation must have occurred within the last three years prior to eligibility determination and/or enrollment.  
**Or**
8. Been accepted into an Apprenticeship program.



Students requiring remediation will be referred for appropriate adult education or skills remediation assistance. TENCO will not cover any costs associated with the remediation course(s). Funding for non-remedial courses taken separately or in conjunction with remedial education is allowable.

Individuals, who do not have a high school diploma or GED, may be approved for funding assistance through TENCO WIOA for short-term, pre-vocational and/or programs that do not require a high school diploma/equivalency for enrollment. After an assessment, approval/denial will be determined on a case-by-case basis and conducted by the TENCO WIOA Director.

WIOA counselors will follow Policy #35 for instruction on providing intensive/training services to applicants who have a documented learning disability, where that learning disability has the potential of preventing the applicant from meeting the above-mentioned requirements.

<p><b>TENCO WORKFORCE DEVELOPMENT BOARD</b> <b>Policy No. 21</b> <b>Supplemental Data and Outcomes Documentation</b> <b>Effective Date: May 14, 2002</b> <b>Revision Date: November 1, 2008</b> <b>Revision Date: May 26, 2011</b> <b>Revision Date: June 7, 2013</b> <b>Reviewed – no changes: April 24, 2014</b> <b>Revision Date: December 18, 2019</b></p>
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WIOA exit and follow-up forms provided to the Quality Control Coordinator shall be documented by one or more of the following items:

**Documenting Performance:**

**A. Unsubsidized Employment**

- Verbal or written contact with a participant and/or employer;
- Paystub

All quarterly follow-up contacts must be documented in KEE Suite case notes and outcomes. At a minimum the information must include, **the date of hire, the employers name, employer's address and phone number and who provided the information.**

Note: For second and fourth quarter performance verification, attempts should be made to obtain two paystub per quarter from the customer.

**B. Attained Credential:**

- Copy of the credential or transcript;
- Documentation of a certification or license (can be the license number);
- Written verification from the training provider, signed and on letterhead.

Documentation must be uploaded in the documents tab in KEE Suite, recorded in case notes and the outcomes tab. At a minimum the documentation must reflect the type of credential and the month/year earned.

**C. Youth Only - Entered Advanced Training/Post-Secondary Training:**

- School schedule;
- Verification (verbal or written) from the educational institution.

Documentation should be uploaded in KEE Suite and recorded in case notes and outcomes. Verbal verification should be recorded in case notes and outcomes. At a minimum the documentation should include the name of the school, date of enrollment, and the contact information (if utilizing documentation from the educational institution).

**D. Qualified Apprentice:**

- Verbal or written documentation from school, business, trade union or supervisor identifying participant as an apprentice.

Documentation must be uploaded in KEE Suite and/or recorded in case notes and outcomes.

**E. Measurable Skills:**

Note: Pertains to any customer enrolled in occupational skills, secondary school, Adult Education seeking a GED, and/or on-the-job training.

- Credential (transcript or diploma/certificate/degree);
- Educational functioning levels (pre and post-test);
- High school diploma or GED;
- Sufficient number of credit hours (transcript or high school report card);
- Training milestone (OJT Training Plan or Apprenticeship Progress Report);
- Educational achievement (license – example CDL, Nursing, or certificate – example OSHA).

Documentation should be uploaded in KEE Suite and recorded in case notes and the Measurable Skills Tab.

**Documenting Performance Exclusions:**

**F. Incarcerated (90 days or longer):**

- Verbal or written documentation provided by the correctional institution or facility, partner agencies, participant or other reliable source;
- Newspaper or other public documents.

Documentation should be recorded in KEE Suite case notes. The documentation must include the name of the institution, date institutionalized, and length of sentence. A hard exit will be requested from Quality Control.

**G. Health/Medical –**

Note: Participant is receiving medical treatment (90 days or longer) that precludes entry into unsubsidized employment or continued participation in the program.

- Verbal or written documentation from the institution or facility, partner agencies, participant, or other reliable source.

Documentation should include the name of the treating doctor, identification of the medical condition which supports that the condition will continue for a minimum of 90 days documented in KEE Suite case notes. A hard exit will be requested from Quality Control.

**H. Deceased:**

- Verbal or written documentation provided by a reliable source;
- Public document (such as obituary)

Documentation should identify the participant and date of death. Record the information in KEE Suite case notes. A hard exit will be requested from Quality Control.

**I. Youth – Foster Care**

Note: Pertains to youth in foster care who have moved and no longer resides in the TENCO local area.

- Verbal or Written documentation from DCBS;
- Mail addressed to the youth.

Record information in KEE Suite case notes. A hard exit will be requested from Quality Control.

**J. Active Duty – 90 days or longer,**

- Military documents;
- Verbal or written verification from a recruiter/military personnel, partner agencies, participant, or other reliable source.

Documentation should be recorded in KEE Suite case notes and include the deployment date. A hard exit will be requested by Quality Control.

**TENCO WORKFORCE DEVELOPMENT BOARD****Policy Number: 23****Not Attending School****Effective Date: May 14, 2002****Reviewed- no changes: April 24, 2014**

To document a youth's (ages 16-24) status in secondary school at the time of eligibility, a determination of attendance at school must be made. In the event a youth has not reported to school (secondary, alternative, or any other formally-recognized secondary school), for a period of 20 consecutive school days, the youth will be considered no longer attending the school he/she is enrolled. The youth or his/her guardian is not required to officially withdraw the student from the secondary school for consideration of "attendance at school".

**TENCO WORKFORCE DEVELOPMENT BOARD****Policy Number: 24****Adult Priority****Effective Date: May 14, 2002****Revised: February 11, 2003; May 21, 2014; August 19, 2015; May 18, 2016, February 8, 2021**

The Workforce Innovation and Opportunity Act of 2014 specify that adult funds must be prioritized when providing funded Career and Training services. **Priority** of funded Individualized Career and Training services must be provided to individuals who meet the following criteria:

1. Recipients of public assistance defined as cash payments for which eligibility is determined by a needs or income test.
2. Low-income individuals, defined as has received (within past 6 months) or is receiving supplemental nutrition assistance (food stamps); receiving assistance through block grants for TANF programs under Title IV of the Social Security Act; receiving supplemental security income or is a family whose total family does not exceed the higher of the poverty line or 70% of the lower living standard income level; homeless; or an individual with a disability whose own income meets the income requirements above.
3. Adults who are basic skill deficient, defined as lacks a high school diploma/equivalency and is not enrolled in secondary education; scores 8.9 or below in reading and/or math; and/or Enrolled in ESL or has limited English Language skills.

Veterans/Spouses of Veterans continue to receive priority of service. However, program's eligibility and priority considerations must be made first, and then veteran's priority applied. Veterans must be honorably discharged to receive veteran's priority.

As part of the strategy to increase the level of individuals served that meets priority, the TENCO Workforce Development Board (WDB) staff will provide information regarding program services to agencies that specifically target the identified priority populations. Agency representatives will be informed of TENCO WDB meetings and requested to serve on committees of the TENCO WDB. Agency representatives will be included in Career Center Partner meetings to learn about services available in the local area.

The TENCO WDB will continue to serve the working poor, as defined in policy 10, Self Sufficiency. If multiple applications are received simultaneously, those meeting priority at time of eligibility AND meets all other Federal, State, and local policy/procedure will be provided first opportunity for funded Individualized Career and Training services.

Exceptions to priority requirements include:

1. When funds other than adult formula funds are utilized;
2. Incumbent Worker Training.

TENCO WDB will maintain a database of all enrolled individuals, which will identify participant's inclusion in a priority category. TENCO WDB recognizes the policy as disseminated by the State Office of Employment and Training which identifies that

50.1% or more of adult participants are expected to be enrolled in one or more of the three priority categories identified in the WIOA. TENCO WDB staff will report quarterly on the number/percentage of participants who meet the priority category (ies).

**TENCO WORKFORCE DEVELOPMENT BOARD****Policy Number: 27****Effective Date: November 12, 2002****Equal Opportunity Policy****Revised: February 18, 2009****Revision: April 5, 2012****Reviewed- no changes: April 24, 2014****Revised: December 18, 2019**

TENCO Workforce Development Board will offer all individuals an opportunity to apply for eligibility for Title I Workforce Innovation and Opportunity Act services as authorized under Public Law 113-128 and its governing Regulations. TENCO further agrees to ensure that all individuals eligible to receive services pursuant to Title I of the Workforce Innovation and Opportunity Act of 2014 will be provided equal access to services in compliance with Non-Discrimination Laws (Executive Order NO. 11246), The Rehabilitation Act of 1973, and the American's with Disabilities Act of 1990. However, enrollment into services is not an entitlement and is contingent upon the results of an objective assessment, availability of funding, and authorization of program activities. TENCO WDA staff and sub-contractors will be cognizant of equal access laws, Acts and Regulations when providing basic and individualized services, training services and case management. All TENCO WDB staff, sub-contractors, and Career Center staff will attend EO training annually. The TENCO Career Center Operator will maintain staff attendance records. WIOA funded contracts will be monitored annually for compliance.

If a discrimination complaint is filed with the local EO Officer, correspondence in the form of a written Notice of Final Action must be provided to the individual within 90 days of the original date in which complaint was filed. Complaints of discrimination are retained for a period of no less than three (3) years after resolution.

Applicants and/or participants of WIOA services who file a grievance based on Equal Opportunity (EO) discrimination will follow the process outlined in the EO Procedures provided to all WIOA applicants.

1. The Quality Control Coordinator will analyze customer data annually, at a minimum. The EO Officer and Workforce Development Director will be notified in the event the analysis results indicate a pattern of discriminatory practices.
2. The EO Officer will conduct an investigation to determine if discriminatory practices exist and take immediate action for resolution. Further legal or regulatory actions will be conducted as required by Law.



**TENCO WORKFORCE DEVELOPMENT BOARD****Policy No. 28****Training Limitations****Effective:06-16-03****Revision: June 28, 2005; February 18, 2009; May 16, 2012****Reviewed – no changes: April 24, 2014****Revision: March 2, 2021**

Participants seeking assistance from the TENCO Workforce Development Board may receive a maximum of two years of funding per training. Participants may be eligible for more than one training opportunity if all policies and criteria are met.

Exceptions for participants exceeding the maximum years of funding will be considered for the following reasons:

- A program of study has required pre-requisite courses. One additional semester of training (the semester prior to admissions) may be allowed to complete the required pre-requisite courses.
- Additional credit hours are required to successfully complete the approved training program and additional funding is available. The participant must have enrolled in WIOA with the ability to complete in two years. Successful completion is defined as: Attainment of a credential "diploma, degree, certificate or license".

Career Counselors and WDA Administrative staff will review the rationale for the request to extend training in order for the participant to successfully complete their program of study. Approval is required prior to obligating additional funds. All obligations and extension of obligations are based on the availability of funds.

**TENCO WORKFORCE DEVELOPMENT BOARD****Policy No. 29****Invoicing and Support Requests****Effective Date: July 1, 2004****Revision Date: June 28, 2005****Revision Date: May 21, 2014**

WDA contractors, WDA participants, and WDA vendors requesting funds from TENCO Workforce Development Area for services shall invoice within 30 days of the month in which costs occurred. Failure to produce timely invoicing may result in denial of payment and/or de-obligation of funds.

Invoices for services occurring in June must be submitted within 15 days due to the fiscal year ending June 30th.

## **TENCO WORKFORCE DEVELOPMENT BOARD**

### **Policy No. 30**

#### **Continuation of Funds**

**Effective Date: May 3, 2004**

**Revision Date: June 28, 2005; June 1, 2006; February 18, 2009**

**Reviewed – no changes: April 24, 2014**

**Revision Date: March 19, 2015**

**Revision Date: May 18, 2016; February 8, 2021**

WIOA training funds may be available to eligible WIOA participants attending an approved training program. Continuation of funds will depend on the following criteria.

- Participants are expected to be full time students throughout the entirety of each semester. However, TENCO will allow participants to go below full-time status for one semester without penalty. This allowance is only for participants who have initially taken a full schedule of classes, but due to unforeseen circumstances, needed to withdraw from one or more class. The participant must still meet the criteria listed below. A second semester where a withdraw results in less than full time status will result in WIOA funds being withheld for the following semester. Full time is defined by the post-secondary institution. An exception may be granted if only a minimal number of courses are available. Summer and interim sessions are excluded from this requirement.
- Participants who withdraw or fail a class(es) must be able to complete their training program within their approved timeframe or receive approval through the Program Coordinator for a modification to their training plan. (Policy 28).
- The Federal Financial Aid Forms must be completed each academic year, if applicable.
- Maintain monthly contact with Career Counselors.
- Continuation of the training plan as agreed upon by participants and Career Counselor.
- Contingent upon satisfactory performance in training (2.0 Grade Point Average per semester/quarter). If a student falls below a 2.0 GPA, the next semester/quarter is not approved for training funds. Supportive services may be approved. Courses not funded by WIOA that are used to raise the GPA must be relevant and/or required for the participant's course of study. Note: A participant who receives TRA (Trade) and is determined ineligible for continuation of WIOA training funds may also lose their TRA benefits.
- Participants attending pre-vocational and/or occupational skills training who fail or withdraw from a class may receive funding approval for no more than **one** repeated class. Funding for additional failed or withdrawn classes will be the responsibility of the participant. Out-of-pocket expenses for TRA participants may result in loss of TRA benefits.
- Providing falsified information or misrepresenting costs will result in denial of WIOA training funds for the following quarter/semester.
- Training is based on the availability of funds.

**TENCO WORKFORCE DEVELOPMENT BOARD****Eligible Training Provider Application****Policy No. 31****Effective Date: May 3, 2004****Revision Date: December 7, 2004****Revision Date: October 23, 2009****Reviewed – no changes: April 24, 2014****Revision Date: May 18, 2016****Local Training Provider List**

TENCO Workforce Development Board staff will review and approve all TENCO WIOA eligible training programs. Approval will be based on sectors and occupational training approved through the TENCO Workforce Development Board.

## **TENCO WORKFORCE DEVELOPMENT BOARD**

### **Policy No. 32**

#### **Sector Identification/Occupational Training List**

**Effective: May 3, 2004**

**Revision: February 20, 2008; December 16, 2009; May 26, 2011; February 19, 2014**

**Revision: May 18, 2016; February 8, 2021; December 21, 2022**

The TENCO Workforce Development Board may utilize the following data sources to identify high-wage, high-demand sectors and occupations within the ten-county area.

- ▶ Real time data from local businesses,
- ▶ Labor market surveys,
- ▶ FIVCO and Gateway/BTADD Occupational Outlook publication,
- ▶ Internet research and databases,
- ▶ Data based on TENCO performance outcomes.

The above-mentioned data sources will assist in the development of the TENCO Occupational Training List. TENCO funds for occupational skills training may only be allocated for occupations identified on the Occupational Training List. The identified occupations will also be given priority for On-the-Job-Training funds.

#### Criteria for inclusion on the Occupational Training List:

- ▶ Must be in a targeted sector.
- ▶ Offers an average wage of \$14.00 or more per hour or is a tier in a career ladder leading to an occupation with an average wage of \$14.00 or more per hour.

#### Other criteria considered:

- ▶ Past TENCO performance shows a 50% or higher entered employment in field of study (requires three (3) or more individuals in the performance data).
- ▶ Occupations have a high projection of employment (5 or more annual openings) within our workforce area.
- ▶ Or the Occupation is determined through data collection to be an occupation that will grow and develop the local area.

Sectors and occupations will be reviewed annually.

The Strategic Planning Committee will recommend the Sector/Occupational Training List to the TENCO Workforce Development Board. The Board has the right to add, continue, delete, and/or restrict occupations on the list.

The Board may modify sectors/occupations within the Occupational Training List throughout the year, based upon changing economic conditions. The TENCO Workforce Development Board will approve all additions and/or deletions from the Occupational Training List.

**TENCO WORKFORCE DEVELOPMENT BOARD****Policy No. 33****Calculation of Unmet Need****Effective Date: June 21, 2004****Revision Date: June 28, 2005****Reviewed- no changes: April 24, 2014****Revision: August 21, 2019**

TENCO WDA staff shall review and document the Cost of Attendance (COA) for WIOA participants attending post-secondary education. Eligibility for WIOA training funds shall be established by reducing the COA by the participant's grants, scholarships, and subsidized aid (Vocational Rehabilitation, Community Action Programs, etc.) to determine unmet need. Cost of Attendance and unmet need will be calculated each academic year. WIOA training funds cannot exceed the unmet need of each individual, and/or the amount approved by the TENCO Workforce Development Board.

**TENCO WORKFORCE DEVELOPMENT BOARD****Policy No. 34****Need to Train****Effective Date: June 21, 2004; June 28, 2005; January 1, 2006; August 27, 2008****Revision Date: February 18, 2009; May 21, 2014; August 19, 2015, June 21, 2016; August 21, 2019; February 8, 2021; Revision December 14, 2022**

Adult, Dislocated Worker, and Youth applicants must meet the following criteria to be considered for occupational training funds.

- 1) The individual has completed an interview, evaluation, and/or assessment and has been determined to be unable to obtain or retain self-sustaining employment through basic career services.
- 2) The individual has met the following six criteria as established through the State "Need to Train" policy.
  - Suitable employment is not available with the current skill set.
  - The customer will benefit from the training.
  - There is a reasonable expectation for employment following training.
  - Training is reasonably available.
  - The customer is qualified to undertake and complete the training. And
  - The training is suitable and available on the ETPL.
- 3) The individual meets local policy # 20, Test Scores and GED.
- 4) The occupation in which training is requested is an Occupation in Demand in the TENCO local area or in the area that the individual is willing to relocate.
- 5) Training is available at or below a reasonable cost, defined as \$24,672 per fiscal year. If the total cost is above \$24,672 the individual has alternative funding available.  
NOTE: Trade participants must have 100% of their tuition, books, and supply needs paid by an outside source which includes Trade training, WIOA, Vocational Rehabilitation, Grants, Scholarships, Veterans, etc.
- 6) Training should be completed within two years. An exception may be made following policy number 28 – Training Limitations. If an exception is considered for a Trade participant who is still receiving TRA benefits, costs must come from WIOA or other sources at 100%. If the participant has exhausted TRA benefits, WDA policies apply.
- 7) The need to train criteria has been documented in the state approved data base.
- 8) Individuals who possess a post-secondary credential (certificate, diploma, license, or degree, unless intentionally earned as a pre-requisite for an advanced training program) in an occupation in demand as defined by the TENCO WDB will not be eligible for occupational skills training funds unless the following has been documented:

- The customer is unable to work in the specified field due to circumstances such as, but not limited to health, changes in childcare needs, job stability, hours available for work, pay, and benefits.
- The Workforce Counselor can document the credential is outdated.
- The customer identifies a career pathway within their field of study, which requires additional training to secure a higher level of employment in a high – demand occupation with the TENCO Sectors. Policy # 39

Individuals who have a marketable skill, but are already enrolled in a training program, must still justify their need for training prior to receiving a WIOA scholarship.

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**TENCO WORKFORCE DEVELOPMENT BOARD****Policy Number: 35****Disabilities****Effective Date: February 15, 2012****Reviewed – no changes: April 24, 2014**

TENCO Workforce Development Board will offer all individuals an opportunity to apply for eligibility for Title I Workforce Innovation and Opportunity Act services as authorized under Public Law 113-128 and its governing Regulations. TENCO further agrees to ensure that all individuals eligible to receive services pursuant to Title I of the Workforce Innovation and Opportunity Act of 2014 will be provided equal access to services in compliance with Non-Discrimination Laws (Executive Order NO. 11246), The Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990. However, enrollment into services is not an entitlement and is contingent upon the results of an objective assessment, availability of funding, and authorization of program activities.

The goal of the Workforce Innovation and Opportunity Act is for individuals to locate self-sustaining employment. All WIOA Title I applicants must be evaluated to determine they are qualified to undertake and complete training leading to self-sustaining employment, prior to being enrolled in a training service.

Workforce Title I applicants with a documented disability (s) will provide the Career Counselor with an assessment/evaluation and identification of necessary accommodations by an entity with expertise in disabilities, to determine potential success in reaching the applicant's training and employment goals. Applicants who do not have an assessment/evaluation completed will be referred to an entity such as, Office of Vocational Rehabilitation, Office of the Blind, Comprehend Inc., Pathways, etc., in order to receive an assessment/evaluation. The TENCO Workforce Career Counselor will utilize the assessment/evaluation provided by the entity in coordination with any assessment/interview conducted by other reliable sources, including WDA representatives, to determine enrollment in WDA individualized and/or training services. Basic career services are available to all applicants and may be provided directly through the Career Centers or referred to outside agencies.

Applicants with a documented learning disability (s) may be exempt from TENCO's required grade level (Policy #20) if all evaluations/assessments indicate the applicant is qualified to undertake and complete the training and become employed in their specified field of study. A grade level must still be obtained by WDA Counselors, for data reporting purposes.

TENCO WDA staff will be provided ADA training, and will be cognizant of equal access laws, Acts and Regulations when providing core, intensive and/or training services.

All individuals who apply for WIOA services but are not enrolled in individualized and/or training services have the right to appeal the decision by following the TENCO Grievance Procedure. All WIOA applicants shall receive a copy of the Grievance Procedure at time of application and/or eligibility determination.

**TENCO WORKFORCE DEVELOPMENT BOARD****Policy Number: 36****Incumbent Worker Training****Effective Date: December 16, 2015**

Incumbent Worker training is a business service designed to avert layoff and/or to increase the competitiveness of the employee and the employer in the local area by developing and retaining a skilled workforce. A maximum of twenty percent (20%) of Adult and/or Dislocated Worker funds may be utilized to provide incumbent worker training. Additional training funds may be available through Statewide Rapid Response.

**Eligibility for Business:**

- The business must be established (defined as six months or more) before submitting an application for incumbent worker training funds.
- The business must be an in-demand occupation as defined through local, regional, and/or State sectors.
- An application documenting their need for training must be submitted and approved.
- The business is located in the TENCO workforce area or the East Region. Exceptions may be made if the business is located outside of the local/regional area and a minimum of 25% of their workforce are TENCO residents. This exception would require a partnership between the workforce area in which the business is located.
- The employment positions in which training is provided shall meet a minimum of 80% of the self-sufficient wage as determined by Board policy.
- Maximum cost per application: \$50,000.00 for training up to six months; \$100,000.00 for training six months - one year; \$200,000.00 for training that exceeds one year. All funding is dependent upon availability of funds.
- The employer must commit to retaining the employee for a minimum of one year unless the employee voluntarily leaves the business, and/or is terminated due to violating policy and procedures of the business.

Businesses are expected to contribute to the skill attainment of their workforce. TENCO will utilize the following chart to determine the amount of the employer contribution for the overall costs of the training.

Number of Employees	Employer Contribution
50 or less	10% of the cost of the contract
51 - 100	25% of the cost of the contract
More than 100	50% of the cost of the contract

Business contribution may be cash funds available for training and/or in-kind. Allowable in-kind contributions include, but is not limited to: salary of staff while overseeing the project, direct employee wages while attending training, items/supplies purchased to assist the individuals with training needs, and training space (business must show calculation).

**Eligibility for Participants:**

- The incumbent worker must have been employed for a minimum of six months with the employer (must be off probation).

- The incumbent worker cannot be a temporary employee.
- Individuals utilizing Adult/DW funds must be at least eighteen (18) years of age and meet citizenship requirements.
- Incumbent workers are not required to meet income, self-sufficiency, and/or priority requirements as eligibility criteria for training, as the purpose of the training is to ensure retention of employment.

### **Training:**

Training may be short and/or long term (2 years) based on the business need. Training that includes a nationally recognized credential must be conducted by an institution identified on the State Eligible Training Provider List. Training that does not provide a nationally recognized credential must receive prior approval through TENCO. Although obtaining a nationally recognized credential is encouraged, it is not a requirement as some training may be short-term, and/or business specific, and not meet the requirements of a nationally recognized training component. Training may be provided on-site, at the training institution, online, through distance learning, or a combination of these methods. Training hours must be documented and reported by the business to TENCO.

### **Reporting:**

Data on individuals participating in the incumbent worker training must be collected and entered into the data system utilized by TENCO. Monthly Case Management is required. Files will include eligibility documentation, training schedule, grades (if applicable), credential (if applicable), participant training plan, and follow-up/performance documentation. An incumbent worker file must be maintained with the application for funds, approval of the application, certified participant roster, participant training plans, description of the training to be provided, invoices/payments, and post-training evaluation.

### **Allowable Expenditures:**

Federal funds utilized for incumbent worker training may pay the cost of training, fees, books, supplies, and testing. Supporting documentation must be submitted with invoicing when reimbursement for the above-mentioned items is requested by the business. Mileage and child care reimbursement for training is only available if the training is off-site from the participant's place of employment and/or requires the participant to be present during times other than their regularly scheduled workday.

### **Invoicing:**

The incumbent worker contract is a cost-reimbursement contract. Invoices for total costs of the program are expected on a monthly basis. Reimbursement will be based on the request, documentation supporting the request, and allowable amount as determined in this policy.

### **Performance:**

The business is expected to retain the employee for a minimum of twelve months unless the employee voluntarily leaves the business and/or the employee violates policy/procedure of the business. Quarterly documentation from the employer will be expected.

- Ninety (90%) of the employees participating in the incumbent worker training will be retained for a minimum of twelve months upon completion of their training.
- Timely and accurate invoicing. Invoicing should be completed by the 15<sup>th</sup> of

the month following the month in which funds are being requested.  
Invoicing shall consistently (defined as 80%) meet the reporting deadline.

- Ninety (90%) of employees attending the training will successfully complete the agreed upon training plan.
- If enrolling in a training that provides a nationally recognized credential, 90% will achieve the credential.

Although not an established performance measure for lay-off aversion, businesses will be asked to report wage increases and promotion of employees who successfully completed the training program. This will be reported six (6) months after successful completion of training.

**TENCO WORKFORCE DEVELOPMENT BOARD****Policy Number: 37****Limited English Proficiency****Effective Date: 12/16/2015****Revision: 8/21/19**

TENCO Workforce Development Board will have resources including written and verbal translation for customers with limited English proficiency. Limited English Proficiency is defined as individuals who do not speak English as their primary language and/or who have a limited ability to read, write, speak and/or understand English to function adequately in employment and/or society.

Limited English Proficiency may be determined by the following methods:

- A) Counselor observation of an individual from a nationality other than the United States having difficulty in speaking and/or completing documents;
- B) Request from the individual for an interpreter; and/or
- C) Individual that identifies their nationality as other than the United States and scores basic skill deficient on a standardized test.

TENCO WDB will adopt the Limited English Proficiency Plan developed by the Career Development Office and issued on 11/25/14. All modifications to the plan will be reviewed and adopted as necessary to ensure timely and quality language assistance services are available to customers.

**TENCO WORKFORCE DEVELOPMENT BOARD****Policy No. 38****Layoff Aversion****Effective: 12/14/20****Revision: 12/14/22**

The TENCO Workforce Development Area supports businesses who are attempting to avert layoff and/or closure through training/re-training/upgrading skills of their current employees. Layoff aversion is an early intervention business service that can assist a company with preparing for and managing economic transition and related workforce challenges. Incumbent worker dollars, training dollars, and OJT dollars may be utilized to assist companies with their need while in this transition. The following guidelines will be effective when WIOA funds are utilized to train/re-train/upgrade skills and/or serve affected business and/or individuals.

- Eligible businesses must provide a wage of \$9.00 or more per hour for the position where layoff aversion is being requested;
- Eligible businesses must be in a sector approved by the TENCO WDB;
- Individuals must be full time employees of the company requesting layoff aversion services;
- Individuals are expected to earn an industry defined marketable skill, credential, and/or wage gain as a result of their training;
- Individuals cannot receive a reduced wage from their current job;
- Individuals are not required to meet the self-sufficiency policy of \$14.00 per hour as the goal of this program is to avert a pending layoff;
- OJT, Incumbent Worker, and Training dollars may be combined or used separately to support the business seeking layoff aversion services;
- Individuals enrolled in training as part of the layoff aversion must meet all eligibility criteria as established per funding source and through Federal, State, and local guidance;
- Training providers for incumbent worker training and/or OJT are not required to be on the Eligible Training Provider List. However, if occupational skill training is funded as a result of layoff aversion, the training provider must be an eligible provider as defined by OET.
- Occupational skills training may not exceed two years in duration;
- The business must be located in the TENCO Workforce Development local area, and must be operational in the area for a minimum of 6 months to be eligible for funded layoff aversion services;
- The business must agree to retain the employee for one year unless the employee violates standards as set by the business.

## **TENCO Workforce Development Board**

**Policy Number: 39**

**Career Pathways**

**Effective Date: 12/14/16**

**Revised: May 20, 2020**

**Revised: 8/2023**

The TENCO WDB may utilize up to a maximum of \$50,000 per fiscal year of adult/dislocated worker funds to assist individuals who are employed at a wage above self-sufficiency (see policy) and/or already have a nationally recognized credential with obtaining training that will lead to career advancement through an identified career pathway. The outcome of the career pathway must result in the following:

- 1) A nationally or industry recognized credential in the occupations deemed in demand in the local area.
- 2) Career pathways must lead to a wage increase as documented by the individual's employer or through the KY Stats Entry Level Wage Report for the TENCO area.

Individuals participating in Career Pathways projects must meet the eligibility criteria as established by Federal and State guidelines. Individuals participating in a Career Pathways project are not required to meet the local priority or self-sufficiency policy for eligibility purposes. However, individuals with a current marketable skill (occupational credential) in a high-demand occupation as approved by the TENCO Workforce Development Board shall only be approved for occupational training funds as it relates to a Career Pathway if:

- 1) He/she has been employed in their field of study for one year or more; and
- 2) Has not received WIOA funding during the past year; and
- 3) If WIOA funding was awarded for prior training, the customer's record reflects positive performance; and
- 4) Data shows a wage increase of 10% or higher.

This policy will provide opportunity to improve community conditions by filling the skill gaps identified by stakeholders, increase advancement and wage opportunities for individuals and families in the community, and increase the availability of entry level positions in high demand career fields.

This policy is designed to increase the credential and earnings potential for individuals by supporting training for career pathways **within** a high-demand sector.

**Examples** of Career Pathways include:

Health Care: C.N.A → LPN → RN → PA or NP

Manufacturing: Engineering Tech → Engineer

Manufacturing: Machinist → Advanced Manufacturing

Business: Bookkeeper - Accountant

**TENCO Workforce Development Board****Policy Number: 40****GED****Effective Date: 12/14/16**

The TENCO WDB recognizes the importance of GED attainment as it provides a pathway for employment and advanced training. As allowable under the Workforce Innovation and Opportunity Act, the board may authorize funds to assist in training costs, including supplies such as testing.

The TENCO WDB authorizes funds be made available to assist with the cost of the GED testing fees for individuals who meet the following criteria:

- Is a resident of the TENCO local area;
- Meets all eligibility criteria as established by the Federal, State, and local board;
- Has been determined test ready as documented through Adult Education and Literacy;
- Has completed a job readiness curriculum (if goal is immediate employment) which at a minimum includes attending a Career Center Orientation of services, registering in Focus Career, completing a usable resume/application as approved through Career Center staff and completing the Kentucky Essential Skills program; And
- Completed an assessment and plan of action toward immediate employment and/or post-secondary training in a sector/occupation determined to be in high-demand by the TENCO WDB.

Testing fees may be paid for all sections of the GED for a maximum of two attempts per section.

Individuals participating in GED attainment and seeking WIOA assistance with post-secondary expenses (such as participants in Accelerated Opportunities) must follow all Federal, State, and local guidelines.



TENCO WORKFORCE **DEVELOPMENT BOARD**

Policy. 41

Event/Conference **Reasonable** Cost Policy

Effective: May 15, 2019

Revision **Date:** October 7, 201'9

The TENCO Workforce Development Board allows for event/conference costs when the costs are reasonable and necessary to disseminate technical information in order to achieve board goals, meet standards, and/or improve the service/program outcomes.

Meals may be provided during events/conferences where the majority {51%} of attendees include non-board staff, and the expectation that the event will last 2 or more hours.

The total cost of a meal for a regularly scheduled event which occurs multiple times within the year which includes food and beverages shall not exceed the federal per diem per person (see attached). These calculations will be based on the total amount of the invoice divided by the total number reserved. All parties attending the event/activity may participate in the meal, regardless of board membership status. A meal may consist of breakfast, lunch, or dinner as events take place based on a flexible and accommodating schedule. Gratuity is included in the allowable cost

An exception to using the federal per diem rate is allowable for Annual and/or Special Events/Conferences with SO or more invitees (excluding board/contract staff). The TENCO WDB will use the following criteria for these events to determine reasonableness:

- 1) Location of the event requires a specific catering service;
- 2) The meal is not specially designed or altered from the menu; and
- 3) The Executive Committee or Workforce Development Board approves the budget for the meal.

If the location of the event does not require a specific catering service, three quotes will be received from local providers. The location of the TENCO Annual meeting is on a rotation schedule. Therefore, quotes for catering services will be specific to the location of the event based on the rotation.

A conference is defined as a meeting, retreat, seminar, symposium, workshop or event whose primary purpose is the dissemination of technical information beyond the non-Federal entity and is necessary and reasonable for successful performance under the Federal award. In addition, TENCO WDB considers it reasonable that a conference that exceeds five hours may result in multiple meals, refreshments, and/or beverages. Food, refreshments, and beverages for conference type events shall not exceed the federal per diem per person per day (see attached).

Costs associated with rental of space, which includes but is not limited to set-up/break-down, and/or use of equipment, is not included in the calculations for reasonable food allowances at events/conferences. These costs are allowable and will be considered a reasonable cost when the space is \$599.00 or less.

If the cost is in excess of \$599.00 the Administrative Entity for the TENCO Workforce Development Board must justify the cost through a cost analysis of the area prior to approval. The cost analysis shall be relevant based on the TENCO WDB By-Laws specifying location of events (if applicable), accessibility, adequate space to meet the goal of the event, and adequate equipment/technical accessories. The space which costs the least amount of federal funds will be utilized when all other factors are met.

TENCO WDB will exercise discretion and good judgment in ensuring that event and/or conference costs are appropriate, necessary and managed in a manner that minimizes costs to the Federal award. Costs associated with entertainment are unallowable, except where specific costs have a programmatic purpose and are authorized in the budget for the Federal award or with prior written approval of the Federal awarding agency.

References: Workforce Innovation and Opportunity Act

2 CFR 200.432

Federal Per Diem (<https://www.gsa.gov>)

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Attachment 1

Federal Per Diem Rates for Meals

2019

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Use this table to find the following information for federal employee travel:

Breakfast, lunch, dinner, incidentals - Separate amounts for meals and incidentals.

Meals Total= Breakfast+ Lunch+ Dinner. Sometimes meal amounts must be deducted from trip voucher. See More Information

Meals & Incidentals (M&IE) Breakdown				
Primary Destination	County	Meals Total	Continental Breakfast/Breakfast	Lunch Dinner
Standard	Applies for all locations without specified rates	\$50	\$3	\$14
Chate				\$23

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## **TENCO WORKFORCE DEVELOPMENT BOARD**

**Policy Number: 42**

**Youth Incentive Policy**

**Effective Date: 8/21/19**

**Revised: December 18, 2019**

In-School and Out-of-School Youth served through the TENCO Workforce Development Board are eligible for outcome-based incentives. **Examples** of criteria where incentives may be utilized include:

- 1) GED completion;
- 2) High School completion;
- 3) Successful completion of work experience hours;
- 4) Successful evaluation of work-based learning project;
- 5) Completion of workshops;
- 6) Work ethic skills certificate obtainment; and/or
- 7) Occupational skills credential obtainment.

"Success" is defined in each contract that is approved by the TENCO Workforce Development Board.

Youth providers will specify the criteria for incentives in their proposal of services. The board staff may approve criteria not listed above if the incentive plan is detailed, and the criteria is outcome-based, measurable, and reflects the goals of the WIOA. Incentives shall be directly related to achievement of employment and/or educational goals

Incentives may not exceed \$100.00 per criteria outcome, per fiscal year. Youth may be eligible for more than one incentive dependent upon their goals and objectives.

Although youth may seek and be eligible for multiple occupational skills credentials, **youth may only be eligible for an incentive for one occupational skills credential.** Credentials may be certificates, diplomas, licenses, and degrees.

Youth who are enrolled outside of the youth contracts will be eligible for incentives through the WIOA based on the examples provided above.

Sub-contractors may not use incentive funds for items of entertainment.

**TENCO WORKFORCE DEVELOPMENT BOARD****Policy Number: 43****Eligibility****Effective Date: 8/21/2019**

The TENCO Workforce Development Board will follow guidance established by the Education and Labor Cabinet to determine eligibility for adult, dislocated worker, and youth customers. Guidance includes completion of WIOA electronic records and uploading required supporting documentation specific for each population. The TENCO Workforce Development Board has the authority to determine additional eligibility criteria for specific populations, projects, and programs. Any additional criteria established will be approved as policy by the TENCO WDB.

**TENCO WORKFORCE DEVELOPMENT BOARD****Policy Number: 44****Records Retention****Effective Date: 12/18/2019**

The TENCO Workforce Development Board agrees to maintain all customer, financial, procurement, and contractual records, including supporting documentation, for a period of three years from the date of the final expenditure report. Sub-contracts with the TENCO WDB will follow the same record retention policy. All records must be maintained until all litigation, claims, or audit findings involving the records have been resolved and final action has been taken. 2CFR200.333

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<b>TENCO Workforce Development Board</b> <b>Policy Number: 45</b> <b>Workforce Development Board Staff</b> <b>Effective Date: December 15, 2021</b>
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The Workforce Innovation and Opportunity, Regulations 679.400, states the local WDBs have the authority to hire a director and other staff to assist in carrying out the functions of the local WDB. The Department of Workforce Investment, under the Education and Workforce Development Cabinet, has issued policy 17-001 {20}, to further require that the Workforce Development Board is the only entity that may hire the Workforce Director and/or board staff. The WDB may select an entity to serve as the employer of record for WDB staff.

The following guidelines provide clarification of the role and responsibility of the TENCO WDB in the hiring of board staff, including the Director.

- A. Upon a vacancy or announcement of an upcoming vacancy of the local Workforce Development Director position, the TENCO WDB Chair in coordination with the Executive Director of the Administrative Entity/Employer of Record shall develop and post the job description, location of employment, required/preferred educational experience, and any other desired qualifications.
- 8. The officers of the TENCO WDB shall participate in the selection of candidates to interview from resumes determined by the Executive Director of the Administrative Entity/Employer of Record as meeting agreed upon qualifications.
- C. A joint Ad Hoc committee shall review candidates selected for consideration. The review, which may include multiple interviews, shall include five members. Representation in the Ad Hoc Committee shall include the TENCO WDB Chairperson, a member of the Executive Committee of the WDB, the CLEO for the WDB, the Executive Director of the Administrative Entity/Employer of Record, and an individual selected by the TENCO WDB Chair which may include partner agency representation, board members, committee members, Judge/Executives, or other interested parties.
- D. The Chair of the WDB and Executive Director of the Administrative Entity shall present the selected candidate to the oversight board for the Administrative Entity, if applicable, for input prior to making a job offer.
- E. The Chair of the WDB shall require an annual (at a minimum) evaluation of all workforce staff. The Chair of the WDB shall review and sign the evaluation before it is official.
- F. The Executive Director of the Administrative Entity/Employer of Record may terminate WIOA staff with the agreement of the TENCO WDB Officers.
- G. No other entity shall hinder or attempt to hinder the TENCO Workforce Development Board from fulfilling its obligations as defined by the WIOA Law, Regulations, and public statute.

**TENCO Workforce Development Board**  
**Policy Number: 46**  
**Case Note & Data Entry**  
**Effective Date: December 15, 2021; August 31, 2023**

Career Counselors shall ensure that data and required documentation for individuals participating in the WIOA Title I programs are entered timely, accurately, and adequately into the statewide data system. Record completion should include all mandated sections as well as the customer's goals, strengths, obstacles (if applicable), assessments, and financial aid information (if applicable) to reflect a holistic training plan. If the customer enrolls in a training service, the criteria to train must be completed detailing the results from the assessments utilized to justify that training is necessary for the individual to secure self-sustaining employment. Timeliness for data entry shall follow the Education and Labor Cabinet policy.

A case note must be included that provides information on the orientation of services available to the customer, family dynamics, geographical location, work history, strengths, obstacles, educational experience, goals, priority status (adult only), and other information relevant to the initial intake.

Case notes should be added within ten days of a service, activity and/or contact made with the customer and/or on behalf of the customer. Case notes should be relevant to the customer's training plan, services enrolled, and the desired employment and/or educational outcome. Monthly contact is required and if not obtained, a case note detailing the attempts to contact should be included.

**Case notes should be entered monthly (at minimum). The following are specific examples (not all inclusive) of when case notes should be entered:**

The customer is enrolled in a service or element, the service/element has been modified, and/or the service/element has ended. The case note should provide detail of the enrollment, modification, and/or closure of the service/element.

The Career Counselor has submitted an exit request. The case note must include why the exit request has been submitted (obtained employment, cannot locate, entered military, etc.).

The Career Counselor should note when a customer has completed services but will remain in case management/job search. Case management/Job Search should not last longer than 90 days without being evaluated and must include active service delivery documented in case notes.

Case notes should be included when an error in KEE Suite prevents the Career Counselor from following policy and/or completing the customer's record.

Case notes should be included when a customer is attending a school and/or training program that is not eligible for financial aid, and/or does not produce schedules, grades, cost of attendance, etc.

Anytime a customer is included in an exception or exemption of a policy or eligibility. Examples would include youth being served under the 5% rule, a customer falling below 12 credit hours, a customer whose budget has exceeded \$4,000 per fiscal year and/or has been approved for an additional semester of training or work experience hours (youth).



When an outcome is being recorded. Data to support the employment and/or school status should be noted. If the customer is still seeking employment, the case note should specify what was done to link the customer with current employment opportunities.

**TENCO WORKFORCE DEVELOPMENT BOARD**  
**Policy No. 47**  
**Assessments**  
**Effective Date: 6/13/24**

WIOA requires an objective assessment, evaluation, and/or interview with each Adult, Dislocated Worker, and Youth customer to be completed prior to enrollment in WIOA services. **This includes a review of basic/academic skills, occupational skills, educational history, work history, employability skills, interests, and barriers to employment.**

The assessment process may include the use of multiple methods and tools while the individual is enrolled in WIOA. The ongoing assessment process must support engagement of the individual and ensure that the Individual Employment Plan supports training (youth) and/or employment outcomes.

Assessment results must be recorded in the State authorized case management/data system. Information recorded includes but is not limited to the type of assessment used, name of assessment (if applicable), and results of assessment.

Staff may use a variety of assessment tools to inform service delivery.

#### **Academic Assessments**

Academic assessments determine a participant's basic skills needs. Academic assessments conducted prior to or as part of WIOA engagement may be utilized.

- **TENCO WDB Local Area Definition of Basic Skill Deficient**

A youth, adult, and dislocated worker may be considered "basic skill deficient" if they cannot 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. Unless specifically identified in a contract, Career Counselor's may use the following to determine basic skill deficiency.

- High School Drop Out. **At time of eligibility/enrollment.**
- High school graduate, including alternative secondary school, with a cumulative GPA below 2.0. **Documentation three years prior to eligibility determination and/or enrollment will be accepted.**
- Post-secondary graduate with a cumulative GPA below 2.0. **Documentation three years prior to eligibility determination and/or enrollment will be accepted.**
- Enrolled in high school or post-secondary school with a **current** cumulative GPA of 2.0 or below.
- Scores at or below an 8.9 grade level in reading and/or math on a valid reliable standardized testing instrument, such as but not limited to the TABE. **Documentation three years prior to eligibility determination and/or enrollment will be accepted.**

- Scores 17 or below on the Reading and/or Math portion of the ACT. **Documentation three years prior to eligibility determination and/or enrollment will be accepted.**
- Is enrolled in an Adult Education and Family Literacy Act program including English as a Second Language **at time of eligibility determination and/or enrollment.**
- Has a deficiency in computing or solving problems, or reading, writing, or speaking English, as determined by the Career Counselor's observations when conducting an interview and/or completion of documents **at time of eligibility determination and/or enrollment determination.**

All justification of basic skill deficiency or lack thereof must be documented in the state data system.

### **Occupational and Educational Assessments**

Occupational and educational assessments help individuals determine their potential success and satisfaction with different career options and work environments. These assessments reflect current and/or past occupational skills, educational history, work history, interests, and aptitudes.

Examples of occupational and educational assessments include interest inventories, and information collected during an interview regarding the individual's current and/or past educational history, credentials they've earned, and work history.

**Occupational and educational assessments must be completed during the eligibility/enrollment process.**

### **Supportive Service Assessments**

Supportive service assessments include an interview and/or evaluation of strengths and barriers that may affect training and/or employment. Assessment processes should include a holistic review of an individual's life experiences, such as but not limited to family dynamics, transportation, childcare, housing, justice involvement, and substance use disorder.

Supportive service assessments should also include an assessment of technology needs and digital literacy skills. A supportive service assessment should identify WIOA services that can help support an individual as part of a service strategy, as well as identify partner programs and resources that could offer additional support.

**Support Service Assessments must be completed during the eligibility/enrollment process.**

While assessments are completed prior to and during the eligibility/enrollment process, it is important to note that assessments can also be a vital part of the case management and follow-up process.