

Lake County Workforce Development Board Service Policies

Updated: June 2022

The Lake County Workforce Development Board is accountable for leading the workforce system in Lake County, Illinois. The Board sets the direction and focus for workforce activities related to the services delivered to jobseekers and businesses in Local Workforce Innovation Area 1. Service policies guide the implementation and delivery of Title I funds through workforce development adult, dislocated worker, and youth services offered under the Department of Labor and the Workforce Innovation and Opportunity Act of 2014. Service policies direct areas such as eligibility, procurement, and fiscal controls. Service policies ensure funds are administered in compliance with the Board's standards and guidelines, all applicable laws and regulations, and agreements with federal or state grantor agencies. Subrecipients are subject to the requirements outlined in the service policies. A review is completed on an annual basis to ensure services policies are aligned with current policies applicable to the administration of WIOA funds.

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ACRONYMS

AJC	American Job Centers
CEDS	Comprehensive Economic Development Strategy
DCEO	Department of Commerce and Economic Opportunity
DOL	Department of Labor
DOTL	Demand Occupation Training List
ETPL	Eligible Training Provider List
HPO	High Priority Occupations
ICCB	Illinois Community College Board
IDES	Illinois Department of Employment Security
IEP	Individualized Employment Plan
ITA	Individualized Training Account
IWDS	Illinois Workforce Development System
IWT	Incumbent Worker Training
IWTS	Incumbent Worker Tracking System
LLSIL	Lower Living Standard Income Level
LWIA	Local Workforce Innovation Area
LWIA 1	Local Workforce Innovation Area 1 (Lake County)
NEEDR	Northeast Economic Development Region (of Illinois)
NRP	Needs-Related Payment
OET	Office of Education and Training (of DCEO)
OJT	On-the-Job Training
OSO	One-Stop Operator
PII	Personally Identifiable Information
SSS	Selective Service System
TAA	Trade Adjustment Act
TEGL	Training and Employment Guidance Letter
UI	Unemployment Insurance
WDB	(Lake County) Workforce Development Board
WDD	(Lake County) Workforce Development Department
WIOA	Workforce Innovation and Opportunity Act

POLICY 1: Procurement

I. Purpose

This policy ensures that procurement of services are conducted in a fair and open competitive environment.

II. References

TEGL NO. 15-16

2 CFR 200.319

III. Terms

None.

IV. Policy

1. General

All purchasing is governed by the Lake County Purchasing Ordinance.

2. Procurement Timeframe

a. The WDB must select the OSO through a competitive process, as required by §121(d)(2)(A) of WIOA.

b. The competitive process must be conducted no less than every four years.

c. The OSO will be procured according to the following timetable:

i. July 1, 2018 – June 30, 2022

ii. July 1, 2022 – June 30, 2026

POLICY 2: Trips and Training

I. Purpose

This policy outlines the trips and training opportunities for which current WDB members may have their reasonable and necessary expenses covered by workforce funds. This policy does not preclude any member from attendance at functions where their expenses are covered by another private or public-sector agency.

II. References

None.

III. Terms

None.

IV. Policy

1. Allowable Expenses

- a. As a grant funded agency, all WDB trips and training expenses must comply with state and federal regulatory guidelines. Additionally, pursuant to provisions of County Board and WDD policies, reasonable and necessary expenses incurred as part of WDB business related travel will be reviewed for payment/reimbursement for current WDB members only. Travel must be within the continental United States only.

2. Budget

- a. The annual trips and training budget will be developed in coordination with other budgetary recommendations prepared for WDB consideration following the State's announcement of the upcoming program year funding allocations. The WDB's recommendations will be incorporated as part of the WDD's submission for the County's annual budget process.

3. Trips and Training Opportunities

- a. All WDB members will be encouraged to participate in local training opportunities to develop the member's knowledge on state and federal workforce legislation, workforce best practices and WDB activities. Due to limited budgets, prior authorization will be required from the WDB Chairperson, working in consultation with workforce staff, to ensure that sufficient funds are available. Expenses will be covered as per WDB policy.
- b. Expenses eligible to be paid for out-of-area and overnight travel and training opportunities shall be limited to:
 - i. WDB officers and officers-elect,
 - ii. WDB members who have been recruited/elected to participate on a state or national organization, and
 - iii. WDB members who have been invited to present at a hearing or event.

POLICY 3: Local Training Provider/Program Certification

I. Purpose

This policy defines the standards for training providers applying for certification and recertification under LWIA 1 to be identified as eligible to receive WIOA Title I funds. This policy ensures accountability and compliance to policies related to Training Provider Certification issued by DCEO.

II. References

Illinois workNet ePolicy Chapter 7, Section 3: Training Provider and Training Program Eligibility
DCEO Policy Letter NO.09PL57

III. Terms

The ETPL contains all eligible training providers and their eligible training programs that have been certified by the WDB and that provide training services funded by WIOA Title I funds.

IV. Policy

1. Oversight

- a. Board staff shall assume responsibility to review and verify the eligibility of training providers and training programs on behalf of the WDB.
- b. Board staff shall present updates on approved, rejected, and recertified programs at the Employer Connections Committee meetings, as appropriate.
- c. Board staff will conduct monitoring of all eligible training providers and their certified training programs.

2. Provider Verification of Initial Eligibility

- a. Training providers must satisfy the following qualifications to be verified as eligible to apply for certification of their training programs:
 - i. Offer training programs that are occupational in nature in high growth/high demand industries/occupations within the NEEDR based on the State of Illinois' DOTL.
 - ii. Offer training programs that lead to the attainment of an occupational skill certificate, industry recognized certification, and/or licensure.
 - iii. Are accredited by the ICCB, North Central Association, or any other Federal or State accrediting agency (applicable to colleges, universities, and technical schools).
 - iv. Are certified, approved, and/or recognized by a State, Federal, or nationally recognized industry standard association for a minimum of a year (applicable to training institutions, business, community-based agencies, proprietary schools, or other training providers).
 - v. Offer at least one training location in LWIA 1 if the training provider holds multiple training site locations. Training providers that offer only online training do not need to be physically located in Lake County to apply for certification in LWIA 1.
 - vi. Offer out-of-state training only when it has been established that no other compatible training is available in Illinois or when it has been determined (documented by assessment of the client needs) that it would be in the best interest of the client to attend the out-of-state provider. The out-of-state training provider must be certified by the LWIA within their state of residency.
 - vii. Fully comply with all non-discrimination and equal opportunity provisions of the law.
 - viii. Have been "open for business" for at least one year prior to their application.
 - ix. Provide verification of the following criteria to demonstrate their status as "open for business," including:
 - i. Legal and good standing state and/or locally registered business,
 - ii. FEIN,
 - iii. Physical location to provide training (not applicable for online training providers),
 - iv. Proof of delivery and outcomes of training services related job placement services,
 - v. Proof of accreditation,
 - vi. Copy of training catalog,
 - vii. Training institution tuition refund policy, and
 - viii. Proof of published program/tuition cost.

3. Program Verification of Initial Eligibility

- a. Authority is given to the Board staff to approve the training programs of each eligible training provider with consideration to the following elements:
 - i. Physical location (not applicable for online training providers),
 - ii. Quality of instructors,
 - iii. Accessibility and Equal Opportunity compliance,
 - iv. Student-to-teacher ratio,
 - v. Curriculum structure,
 - vi. Placement outcomes and salary expectations of graduates, and
 - vii. Commitment and evidence of the ability to maintain records of completion and/or transcripts for five years.
- b. Board staff will respond to applications no later than thirty days after all training program information has been submitted via IWDS.
- c. Board staff will submit the information of each training provider and training program that is determined eligible to the WDB for review.

4. Program Recertification

- a. After initial certification, all programs require re-certification within one year of the original certification. Training providers must reapply for program certification within sixty days prior to the one-year anniversary. For example, if a program's initial certification is January 31, 2011, the re-certification must be completed between December 1, 2011 and January 31, 2012.
- b. Training programs are subject to re-certification if significant program changes occur.
- c. Program re-certification will be evaluated by the same requirements as initial certification.
- d. Programs that fail to apply for recertification during the appropriate period are not eligible to reapply for recertification for a period of six months after their original anniversary date. For example, if a program's certification expired on July 1, 2012, and the training provider failed to apply for recertification between May 1, 2012 and June 30, 2012, the training provider cannot apply for recertification until January 1, 2013.
- e. All eligible training providers seeking recertification must meet the following program performance outcomes:
 - i. Entered Employment Rate of $\geq 40\%$, and
 - ii. Employment Retention Rate of $\geq 40\%$, and
 - iii. Average Earnings of $\geq \$2,000$, and
 - iv. Credential Attainment Rate of $\geq 20\%$.
- f. Programs that fail to meet any of the performance measures will be removed from the ETPL. Once the program is removed from the ETPL, no new students can be funded by WIOA ITAs.
- g. Programs that fail to meet the requirements for recertification may reapply after twelve months from the date of the expiration of their previous certification.
- h. Programs that lack enough participants to post results in IWDS are exempt from the performance outcome requirements. Board staff will monitor performance based on available outcome data and may deny recertification if outcomes are not consistent with the standards outlined in this policy.

5. Decertification

- a. A training provider may be decertified at any time if:
 - i. It intentionally supplied inaccurate information in its application for certification or recertification of a training program;
 - ii. It substantially violated any requirement under the WIOA, or
 - iii. It voluntarily chooses to cease being an eligible training provider or goes out of business.

6. Notification and Appeal for Denied Certification/Recertification

- a. If a program is denied certification or recertification, Board staff will notify the training provider in writing. The notice will include:
 - i. The training program(s) that are being denied certification,

- ii. The reason(s) for the denial, and
 - iii. Information detailing the appeal process.
- b. The notice must be sent within seven business days via registered mail to the training provider and to DCEO's OET.
- c. The training provider has twenty-one days from the date of receipt of the notice to send a request for appeal to the WDB via registered mail. The request for appeal must include the following information:
 - i. A statement that the training provider is appealing the denial of its program(s) certification,
 - ii. The reason(s) the certification should be granted,
 - iii. Contact information for additional information, and
 - iv. The signature of the chief executive of the training provider.
- d. The WDB will review the request for appeal within twenty-one days of its receipt.
 - i. If the decision is reversed, the WDB will notify the training provider via registered mail and forward a request to DCEO's OET to add the training program to the ETPL.
 - ii. If the decision is not reversed, the WDB will notify the training provider via registered mail and forward a copy of the letter to DCEO's OET within twenty-one days from the receipt of the appeal request. The notification will include information about how to appeal its denial of certification with DCEO's OET.

POLICY 4: High Priority Occupations

I. Purpose

This policy aligns the investment of workforce development funds for training with the education and skill requirements of employers in the critical sectors of local economy. HPOs are skilled job categories within target industry sectors that show the potential for job growth and pay a living wage. Focusing training funds on these occupations serves both employers, who are in search of qualified talent, and job-seekers, who are looking for careers with bright job prospects.

II. References

Illinois workNet ePolicy Chapter 7, Section 2: Training

Illinois workNet ePolicy Chapter 7, Section 3: Training Provider and Training Program Eligibility

III. Terms

The HPO List has been developed based on the Lake County CEDS, which was created by Lake County Partners. The CEDS identifies critical sectors of the Lake County economy, and the HPO List seeks to support the workforce needs of those sectors. Labor market information was used to develop a list of occupations within those sectors based on several key criteria including job growth, wages, and training level required. The HPO List was further refined based on regional shift share analysis. Finally, the HPO list was vetted against historical performance data within an occupation, which represents the WDD's success in placing training graduates into jobs in these occupations.

IV. Policy

1. HPO List

- a. Board staff will review economic and labor market information at least annually and will make any recommendations for changes to the HPO list to the Executive Committee of the WDB.
- b. Changes to the HPO List must be reviewed and approved by the Executive Committee of the WDB.

2. Appeals Process

- a. If a participant would like to pursue a WIOA certified training program for an occupation that is not on the HPO List, they must complete the appeals process outlined below.
- b. Appeals are considered on a case-by-case basis, and the granting of an appeal in one case does not constitute a precedent for the decision on any other appeal.
- c. To make an appeal to train in a WIOA certified training program that is not on the HPO list, a participant must:
 - i. Provide one or more of the following forms of justification for their choice of training program:
 - i. Labor market information that demonstrates that the occupation is in demand and pays a living wage in Lake County.
 - ii. Job postings that show a real-time demand for the occupation.
 - iii. A narrative explanation of how their choice of occupation and training program will lead to employment.
 - ii. Obtain written approval of the WDD Director.

POLICY 5: Individual Training Account

I. Purpose

This policy provides guidance regarding the issuance of ITAs for training and associated eligible costs when utilizing WIOA funds.

II. References

Illinois workNet ePolicy Chapter 7, Section 2: Training

Illinois workNet ePolicy Chapter 7, Section 3: Training Provider and Training Program Eligibility

DCEO WIOA Policy 15-WIOA-5.3

III. Terms

An ITA is an account established on behalf of a WIOA eligible participant.

IV. Policy

1. Requirements

- a. Participants must be eligible under one of the following provisions of WIOA:
 - i. 1A – Adult,
 - ii. 1D – Dislocated Worker, or
 - iii. Youth – In school and out of school
- b. Participants eligible to receive an ITA must select an approved training program that leads to a credential attainment in a career that is listed on the HPO List. Eligible and approved participants may, in consultation with the designated career planner, select an eligible program and training provider from the ETPL as documented on IWDS. The guidance and selection process will be provided in a manner that maximizes customer choice.
- c. The use of ITAs should not be used as enticement to terminate traditional academic programs. The use of ITAs will enhance, not replace, current delivery systems in accordance with local area recommendations.
- d. The WDB may develop eligibility standards for program participants beyond state policy.
- e. The WDD will use the approved HPO List for ITAs funded through WIOA.
- f. Workforce Development will be responsible for authorizing Individual Training Accounts for eligible participants enrolled in subrecipient programs.

2. Funding Guidelines

- a. The fund amount for an ITA shall not exceed \$7,000.00, except for identified healthcare training, and must be for training for careers on the HPO List. Funds may be used to pay for occupational training and related pre-requisite coursework, as identified in the participant's IEP, including tuition, required books, school fees, supplies and equipment as outlined in the provider's course catalog and made available to the public. ITA funds may also be used for licensing and credentialing exam costs related to the training program and the industry recognized credential that is identified in the participant's IEP.
- b. In recognition of the higher cost of training for healthcare programs, eligible participants choosing to go into the healthcare field may request and receive an ITA of up to \$10,000.
- c. Eligible clients choosing to pursue an Associate Degree program on the Workforce Board High Priority Occupation Policy #15 List and from institutions that award college credits that are transferable at degree completion are eligible for additional funding to cover the full cost of the specific program.
- d. WIOA funds authorized from ITAs are prioritized for Lake County residents and/or eligible participants dislocated from a Lake County employer.
- e. Participants are required to apply for other forms of federal financial aid. WIOA funds will not be withheld while the participant is awaiting determination of other financial aid eligibility. Participants who are delinquent in repaying a student loan will not be automatically disqualified from being considered for an ITA but will be counseled and advised to arrange a repayment plan with the financial institution which holds the defaulted debt.
- f. If the costs of prerequisite coursework push the total costs of a participant's IEP above the appropriate funding cap, the Director of the WDD is authorized to approve an ITA for an amount higher than the funding caps on an individual basis in cases when he or she finds that:
 - i. The participant is unlikely to find employment in a high priority occupation without the training identified in the IEP; or
 - ii. The individual is basic skills deficient; or

- iii. Based on their previous employment or academic achievements, the participant shows a high likelihood of successfully completing the training listed in their IEP and achieving training-related employment; or
- iv. The incremental costs more than the funding cap are minimal.
- g. In no case will the total amount of the ITA exceed 150% of the appropriate funding cap.

3. Circumstances in Which an ITA May be Denied

- a. An ITA may be denied for an otherwise eligible participant under one or more of the following circumstances:
 - i. WIOA training funds are exhausted;
 - ii. The participant has reached the maximum amount allowed;
 - iii. The individual does not meet the priority of service as defined in the WDB's Local Plan;
 - iv. The individual resides outside the geographic area of Lake County and/or was not dislocated from a company in Lake County;
 - v. The individual is not likely to succeed in training, based on an in-depth assessment;
 - vi. The training course or program is not likely to result in employment upon training completion;
 - vii. The training course or program does not lead to a career on the HPO List;
 - viii. The service provider does not accept the participant;
 - ix. The individual attempts to make changes to the ITA voucher without approval; or
 - x. The individual does not comply with reasonable program and participation requirements and conditions.

POLICY 6: Incumbent Worker Training

I. Purpose

This policy provides general guidance for all IWT projects, as well as specific guidance for the formula fund grants when utilizing their twenty percent authority and Discretionary funds for grantees of the Statewide fifteen percent funds.

II. References

Illinois workNet ePolicy Chapter 7, Section 2.2.3: Incumbent Worker Training (IWT)

WIOA Policy Letter 07-PL-33, Change 4

TEGL No. 01-15

WIOA Rule at 667.268

PY2000 WIOA Policy Letter Number 00-14

WIOA Policy Letter Number 07-PL-33, Change 4

29 CFR 97.24

III. Terms

IWT involves training development with an employer or association to upgrade skills training of a workforce.

IV. Policy

1. General Requirements

- a. An incumbent worker must be:
 - i. An individual in an employment relationship with a participating employer or group of participating employers in a targeted sector that are utilizing IWT to upgrade the skills of their workers, and
 - ii. An individual who is receiving upgraded skills training:
 - i. To increase his or her skills in an occupation in which the individual is already an incumbent, or
 - ii. To prepare the worker for entry into a new occupation within the targeted workforce.
- b. An IWT program participant must be:
 - i. Employed in targeted sectors or in a high demand occupation,
 - ii. Employed by a participating employer, as cited in an IWT project plan,
 - iii. Scheduled to receive training as cited in an IWT project plan,
 - iv. Trained to perform a job at the employer's worksite located in Lake County, and
 - v. Have a hiring date of six months or greater, or where a group of employees are being trained, no less than 75% of the employees have been employed with the employer for six months or more.
- c. Information on the participating employer(s) and incumbent workers will be collected and reported in the Illinois workNet IWTS.
- d. The prohibition against using WIOA Title I funds to encourage business relocation applies to IWT funds:
 - i. If the relocation resulted in any employee losing his or her job at the original location, the 120-day rule set forth in PY2000 WIOA Policy Letter Number 00-14 and subsequent changes must be observed.
 - ii. In such cases, incumbent worker training services may not be provided until the company has operated at the new location for 120 days.
- e. Employers participating in IWT programs must be private or not-for-profit organizations and located in Lake County.
- f. IWT Programs:
 - i. All training programs provided as part of an IWT project must be competitively procured in accordance with the Lake County Purchasing Ordinance.
 - ii. Employers must use outside resources to provide training, inside resources are not allowable for reimbursement purposes.
 - iii. Employers must obtain and submit quotes or bids from three potential training providers whenever practical.
 - iv. All training programs must include a contact/written agreement between the WDD and the employer that outlines, at a minimum, the following information:
 - i. The employer information,

- ii. The employers documented need for the training,
 - iii. The employees being trained and how the training will benefit each of the employees,
 - iv. Employee demographics including birthdate, hiring date and social security number
 - v. Who is providing the training,
 - vi. What training will be provided,
 - vii. Where the training will be provided,
 - viii. The length of the training to be provided (to include the start and end date, number of days per week, and number of hours per day),
 - ix. The cost of the training program (to include only reasonable and acceptable costs), and
 - x. The amount of employer matching support and how that support will be provided.
- g. An employer may receive funds through multiple IWT or OJT contracts in the same program year, but the total amount of the WDD's share of all IWT and OJT contracts may not exceed \$49,500 in any program year (July 1 – June 30) without the approval of the WDB's Executive Committee.

2. IWT Application Process

- a. All IWT Program applications (and subsequent activity documentation, including required reporting elements) initiated from November 16, 2009 forward must be entered in the IWTS of Illinois workNet.
- b. The WDD staff is responsible for the submission of all training program project plans and other required reporting elements.

3. IWT Approval Process

- a. The WDD is responsible for the review and approval of all IWT applications and projects.

4. Matching and Allowable Costs

- a. Matching Requirements:
 - i. Employers participating in the program are required to provide matching support (in-kind or direct financial support) for the costs of providing the training to incumbent workers.
 - ii. The employer match should not be included in the calculation of project cost included in the Project Plan.
 - iii. All matching contributions must clearly relate to IWT.
 - i. All costs must meet the requirements described in 29 CFR 97.24, Matching and Cost Sharing.
 - ii. There is no maximum limit to the amount of matching contributions an employer may provide.
 - iii. All matching contribution levels for each employer will be determined on a prorated scale based on the ratio of overall project costs and may be negotiable.
 - iv. All matching contribution levels for each employer will be determined on a scale based on the of the company based on number of employees.
 - 1. The type of match, either in cash or in-kind, is fairly evaluated and follows the specified non-federal share (match) requirements below:
 - a. Ten percent (10%) of the cost, for employers with not more than 50 employees;
 - b. Twenty-five percent (25%) of the cost, for employers with more than 50 employees, but not more than 100 employees; or
 - c. Fifty percent (50%) of the cost, for employers with more than 100 employees.
 - iv. The match paid by an employer or group of employers may include the amount of wages paid by the employer(s) to an incumbent worker while the incumbent worker is attending a training program and may include other in-kind contributions.
- b. Allowable Costs
 - i. Allowable costs must be reasonable and necessary for the conduct of the training.
 - ii. Costs that may be reimbursed through the grant or used as the matching contribution, include:

- i. Training development,
 - ii. Instructor wages,
 - iii. Tuition,
 - iv. Training materials and supplies,
 - v. Fees required to complete training,
 - vi. Travel for trainers and participants beyond normal commute,
 - vii. Training facility cost (on- or off-site),
 - viii. Cost for use of the firm's equipment during training, and
 - ix. Fees for technical or professional certifications and/or licensures.
- iii. Participant wages while in training may be used to meet the employer's match requirement but are not reimbursable costs to the WIOA grant; fringe benefits are neither reimbursable nor applicable to the employer's match
 - iv. Costs associated with supportive services are not reimbursable under Lake County IWT programs.

5. Programmatic Reporting

- a. The WDD is responsible for reporting on IWT Programs on a quarterly basis.
- b. Quarterly reports are to be completed in the Illinois workNet system within 30 days from the end of each quarter.

6. Eligibility and Performance

- a. Incumbent workers are not required to be determined WIOA eligible, thus they are not considered WIOA participants. As a result, they will not be counted toward local performance standards.
- b. However, all IWT Program and employee data are reported in the IWTS of Illinois workNet.

POLICY 7: On-the-Job Training

I. Purpose

This policy provides information and guidelines to assist the WDD in implementing OJT programs.

II. References

Illinois workNet e-Policy Chapter 7, Section 3: Training Provider and Training Program Eligibility

WIOA Section 134

WIOA Policy 15-WIOA-5.2.1.1

III. Terms

OJT is training that is provided by an employer to a paid participant while engaged in productive work in a job that provides the knowledge or skills essential to the full and adequate performance of the job. OJT programs must provide potential new employees, or active underemployed employees (adults, dislocated workers or eligible youth, when appropriate) with the opportunity to acquire new skills or knowledge essential to job performance .

IV. Policy

1. Funding Guidelines

- a. The WDD is responsible for administering the OJT Program.
- b. Reimbursement is provided to the employer to pay for the extraordinary cost of the training and additional supervision. WDD is responsible for negotiating the reimbursement rate based on the hiring hourly wage, the negotiated number of training hours and the negotiated rate of reimbursement.
- c. The allowable reimbursable rate cannot exceed a rate of 50% of the hourly wage.
- d. Reimbursement rate up to 90% when taking into account the following factors:
 1. The characteristics of the participants taking into consideration whether they are individuals with barriers to employment which is defined as a member of 1 or more of the following populations:
 - o Veterans
 - o Displaced homemakers
 - o Low income individuals
 - o Individuals with disabilities
 - o Older Individuals
 - o Out of School Youth
 - o Ex-Offenders
 - o Homeless Individuals
 - o Participant is unemployed 26 weeks or longer, or
 - o The training will lead to an industry recognized credential
 2. The number of full-time employees

Employer Size	Rate
1-50	90%
51-300	75%
Over 301	50%

2. Employer Eligibility

- a. OJT may be provided under a contract with an employer in the public, private non-profit, private sector, which includes staffing agencies that temp to hire. The WDD is responsible for ensuring the employer meets the criteria and is suitable for an OJT program. Employers selected as OJT contractors must meet the following program guidelines:
 - i. The employer must not be involved in a current labor dispute and must not have a history of frequent layoffs.
 - ii. The employer must not utilize an OJT contract to displace currently employed workers or to reduce the hours of those employed below their normal schedule.

- iii. An OJT contract cannot be written for a position in which a worker is currently on layoff or for a position that will deny a current worker promotional opportunity.
- iv. The employer must address the skills identified and goals identified within the individualized service employment training plan.
- v. Temp-to-hire agencies and the host employer will hire the participant within a five-month time frame when utilizing staffing agencies. The placement by the staffing agency must be full time as defined by the host employer.
- vi. The wage provided by the employer to the OJT participant must be at least equal to the federal, state or local minimum wage (Fair Labor Standards Act), but the WDD will ensure all wages are equitable as it pertains to the identified occupation and training plan.
- vii. Employer is not eligible if the OJT is for seasonal employment.
- viii. Employer must address the skills gaps specific to the individual and there is appropriate supervision.
- ix. Employer must be in a targeted industry identified by the WDB. The PY2016 Industry Targets are: Healthcare, Manufacturing, Logistics and Transportation, IT, Finance and Business. Exceptions can be made on a case by case basis depending on the local needs of Lake County.

3. Participant Eligibility

- a. An OJT contract may be written for an occupation that requires a period of significant training and instruction to acquire specific skills and knowledge. The WDD is responsible for assessing that the position meets the criteria.
- b. The position must be in an occupation that is demand, local employer need within the company's given industry, or is anticipated to be in demand. This will be reviewed by the WDD staff to approve employer demand.
- c. OJT participants must be determined eligible for each applicable funding source and have worked with the career planner to complete an IEP.
- d. An employee in OJT may work overtime hours, but overtime hours are not eligible for wage reimbursement.
- e. OJT may be used to train an underemployed customer who currently works at the OJT employer only if the OJT elevates that employee to reach at least a self-sufficient wage through skill upgrade training that relates to any of the following:
 - i. The employee is not earning a self-sufficient wage, which is currently determined as \$12.96/hr. and a salary of \$26,973 to be determined self-sufficient.
 - ii. The OJT relates to the introduction of new technologies, new production or service procedures, an upgrade to a higher-skilled position requiring the individual to learn additional skills.
 - iii. Other appropriate purposes identified by the LWIA and/or the WDB.

4. Customer Eligibility

- a. The WDD is responsible for an individual customer's eligibility, and intake and referral; it will evaluate the client's appropriateness and job readiness for the OJT.
 - i. The individual must meet the current eligibility criteria as defined by WIOA under the adult, dislocated worker or youth definitions.
 - ii. The individual must be 18 years of age or older.
 - iii. The individual must have an IEP documenting that an OJT is an appropriate activity.
 - iv. OJT may be provided to eligible unemployed individuals with WIOA adult, dislocated worker or youth funds.
 - v. OJT may be provided to eligible employed individuals with WIOA adult funds if the individual's income falls below 185% of the LLSIL for an individual living in Lake County, as published by DOL.

5. Training Plan

- a. OJT training is provided to enable an individual to become skilled and knowledgeable while on the job. OJT is not intended to last until the participant has achieved mastery of the occupation. The WDD is responsible for working with the employer to develop an individualized skills acquisition training plan.
 - i. The OJT plan cannot exceed six months including any additional time spent in related classroom training during which wages are paid to the OJT employee/participant by the OJT contractor/employer.
 - ii. Training plans may exceed six months in the event of unavoidable and/or authorized absences including holidays, vacations, illness, and/or temporary shutdowns.
6. Monitoring
- a. The employer agrees to cooperate with monitoring and reporting efforts as required by WIOA legislation, including award letter questions addressed in the worksite and training plan agreement document and agree to a monitoring during the span of the OJT. The WDD will verify reimbursement request, hours worked, rate of pay by reviewing invoices, payroll ledgers, and or timesheets, and other documentations that are permitted prior to reimbursement.

POLICY 8: Selective Service Compliance

I. Purpose

This policy ensures that male job-seekers follow the SSS registration requirements to participate in WIOA-funded activities and services. A person can be denied the right or privilege under federal law because of failing to submit a registration to the SSS.

II. References

Illinois workNet ePolicy Chapter 5, Section 1: Selective Services Guidelines

Military Selective Service Act

WIOA Policy Chapter: 5 Section: 1.1.1 (5.a)

www.sss.gov

III. Terms

The SSS is an independent agency of the United States government that maintains information on those potentially subject to military conscription. A Status Information Letter from the SSS states whether a man is registered, whether a man should have registered, or if the man is exempt.

IV. Policy

1. Selective Service Compliance

- a. WIOA-funded activities and services will only be administered to participants who follow Section 3 of the Military Selective Service Act which requires that every male residing in the U.S. register with the SSS between their 18th and 26th birthdays.
 - i. Acceptable forms of proof are outlined in WIOA Policy Chapter: 5 Section: 1.1.1 (5.a).
- b. WIOA-funded activities and services may be administered to a person when the above acceptable documentation as stated in IV. a. of Selective Service registration is not provided, and the following forms are completed and approved:
 - i. OET/SS Form #001.
 - ii. Status of Information Letter.
 - iii. Permanent Locally Approved Selective Service Waiver.
 - i. The Waiver must be approved by the Program Manager/Director.
- c. WIOA-funded activities and services may be administered to a person when the above acceptable documentation as stated in IV. a. and b. are not provided and are exempt for requiring a Status of Information Letter for:
 - i. Non-U.S. male who came into this country for the first time after his 26th birthday.
 - ii. Non-U.S. male on a valid immigrant visa.
 - iii. A male born prior to 1960.
 - iv. A veteran with a DD-214 or current fulltime active duty orders.
 - v. A member of the National Guard or Reserves with ID card.
- d. Documentation of the requirements stated in IV. a. - c. must be contained in participant case files.

2. Grievance Process

- a. If a participant feels that they have been wrongfully denied WIOA eligibility, they must be advised of the available complaints policy.

POLICY 9: Adult Priority of Service

I. Purpose

This policy outlines the priority of service of specific populations. Across all titles, WIOA focuses on serving individuals with barriers to employment to ensure access to quality of services for these populations.

II. References

Illinois workNet ePolicy Chapter 5, Section 1:

Department of Commerce and Economic Opportunity (DCEO) WIOA Policy 19-16

Uniform Guidance 20 CFR 680.600 through .660

III. Terms

The Adult Priority of Service is established on behalf of a WIOA eligible participant.

IV. Policy

1. General Requirements

- a. Prior to or, after eligibility determination, priority for individualized career services and training service shall be given to:
 - i. Veterans and eligible spouses;
 - ii. Recipients of public assistance;
 - iii. Other low-income individuals; and
 - iv. Individuals who are basic skills deficient through approved assessments.
- b. After the above listed individuals, the next level of priority will be given to the following individuals:
 - i. 100% LLSIL; and/or
 - ii. Individuals that have any of the following barriers as defined in the WIOA Works glossary:
 - i. Displaced homemaker.
 - ii. Individuals with disabilities.
 - iii. Older individuals (age 55 or older).
 - iv. Ex-offenders.
 - v. Homeless individuals as defined in section 41403(6) of the Violence Against Women Act of 1994 or section 725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a (2)).
 - vi. Youth who have aged out of the foster care system.
 - vii. Eligible migrant and seasonal farm workers.
 - viii. Single parents (including single pregnant women).
 - ix. Long term unemployed individuals.
 - x. Under-employed individuals.

POLICY 10: Transitional Jobs

I. Purpose

To establish policy for implementation of Transitional Jobs (WIOA Section 134(d)(5)).

II. References

Workforce Innovation and Opportunity Act of 2014 (WIOA), Section 134(d)(5); Proposed 20 CFR §680.830, §680.840, §680.900, §680.150.

III. Terms

A transitional job is one that provides a limited work experience, that is subsidized in the public, private, or non-profit sectors for those individuals with barriers to employment because of chronic unemployment or inconsistent work history; these jobs are designed to enable an individual to establish a work history, demonstrate work success, and develop the skills that lead to unsubsidized employment.

IV. Policy

7. Funding Guidelines

- e. The Lake County Workforce Development Department is responsible for administering the Transitional Jobs Program.
- f. The Lake County Workforce Development Board may use up to 10 percent of their combined total of adult and dislocated worker allotments for transitional jobs. Transitional jobs must be combined with comprehensive career services (§680.150) and supportive services (§680.900).
- g. All transitional job placements must pay at least the minimum wage (\$8.25/hour at the effective date of this policy, and up to \$10/hr.). The hourly rate for a transitional job cannot be more than that paid to any employee in the same or similar position.

8. Employer Eligibility

- b. Employers eligible to participate as a transitional jobs placement site include private for-profit businesses, private non-profit organizations, and public sector employers.
- c. Because transitional jobs must be planned, structured learning experiences, the entity hosting the transitional job must designate an appropriate manager to provide supervision and feedback to the participant at regular intervals during the course of the program.
- d. The employer is under no obligation to offer regular employment to the participant subsequent to the conclusion of the transitional job program, although the transitional job can also provide employers with a pool of employees from which to fill future positions and reduce recruitment costs.
- e. The employer must provide a job description that include essential functions of the job.
- f. Participating employers must agree to cooperate with monitoring requirements as required by WIOA and adhere to all other applicable local, state and federal rules, regulations and administrative guidance.

9. Participant Eligibility

In addition to meeting general eligibility requirements for the WIOA program and being unemployed at the date of application to the WIOA program, the participant must also have: (1) one or more barriers to employment; and (2) be chronically unemployed or have an inconsistent work history. These eligibility requirements must be documented in the participant file.

- a. **Barriers to Employment** - For the purpose of participant eligibility for transitional job activities, barriers to employment include one or more of the following:
 - i. Ex-Offenders
 - ii. Homeless individuals
 - iii. TANF recipients
- b. **Chronically Unemployed or Inconsistent Work History** – For the purpose of participant eligibility for transitional job activities, individuals are considered to be chronically unemployed or to have an inconsistent work history when they meet one or more of the following criteria:
 - i. Has never held a full-time job (30+ hours per week) for more than 13 consecutive weeks
 - ii. Has been fired from a job within the 12 months prior to application
 - iii. Has held more than three jobs in the 52 weeks prior to application

- iv. Is on parole or probation, or has been released from prison/jail within the 12 months prior to application

10. Program Essentials

- b. All eligible participants must first undergo an appropriate assessment and develop, with the assistance of a WD staff member, an Individual Employment Plan (IEP) that includes the rationale for a transitional job.
- c. The transitional job must be accompanied by comprehensive career and supportive services delivered prior to, or concurrently with, the transitional job. Supportive service needs shall be determined during the assessment process, and the identified supportive service needs and how they will be delivered shall be outlined in the IEP.
- d. The appropriate mix of career services shall also be outlined in the IEP and must include, at a minimum, at least one of the following individualized career services:
 - i. Career Planning
 - ii. Prevocational Services (including Bring You're a Game)
 - iii. Financial Literacy Services
 - iv. Job Search Assistance (including development of a resume)
- e. A transitional job opportunity is limited to 32 working hours per week with a maximum of 500 hours in a lifetime.
- f. Transitional jobs shall be developed with an employer in an industry that is of interest to the participant.

POLICY 11: Jobs for Veterans

I. Purpose

This policy ensures compliance with the Jobs for Veteran’s Act, which encourages veterans and eligible spouses to access services within an integrated one-stop service delivery system. The law established a priority of service requirement applicable to all DOL programs offering employment and training related services.

II. References

Illinois workNet ePolicy Chapter 5, Section 7: Veterans Priority of Service Requirements

Jobs for Veteran’s Act, Public Law 107-288

Illinois DCEO: WIOA Notices No. 08-NOT-38

TEGL NO. 10-09 November 10, 2009

III. Terms

Priority of service means that a covered person who is eligible for a WIOA program, shall be given priority over non-veterans for receipt of program services, notwithstanding any other “priority” provisions of the law.

IV. Policy

1. Policy Statement

- a. This policy applies to all DOL-funded programs including WIOA adult, dislocated worker, and youth programs, American Recovery Reinvestment Act of 2009, WIOA Statewide Activity Programs, Dislocated Worker National Emergency Grants, and the Trade Adjustment Assistance Program.
- b. DOL issued new regulations implementing priority of service for veterans and eligible spouses as provided by the Jobs for Veterans Act, and as specified by The Veterans Benefits, Healthcare, and Information Technology Act of 2006. The new regulations appear in the December 29, 2008, edition of the Federal Register and are effective as of January 19, 2009. Veterans and eligible spouses, as described in WIOA Policy Letter No. 10-PL-59, shall be given priority over non-veterans for the receipt of all services provided under the program, notwithstanding any other priority provisions of the law to ensure that eligible veteran workers and eligible spouses are given priority over non-veterans for all available services. Veterans’ Priority of Services cannot be waived.
- c. All RFPs, grants, contracts, and Memorandum of Understanding will be administered in compliance with the Veterans’ Priority Provisions and will include DOL’s required language.
- d. The poster titled “Priority of Service for Veterans and Eligible Spouses” will be posted at the AJC of Lake County. The AJC of Lake County website provides the information on Veterans’ Priority Rights and Benefits to which they are entitled under the Jobs for Veterans Act and the new regulations, and how to access assistance in receiving priority service.

POLICY 12: Wage Replacement

I. Purpose

This policy defines eligibility requirements for participants seeking wage replacement assistance.

II. References

None.

III. Terms

Under WIOA, some participants may be determined eligible for wage replacement services because, although they have found new employment, their current wages do not adequately replace the wages they earned in their previous job.

IV. Policy

1. General Policy

a. For the purposes of determining wage replacement eligibility, the following thresholds apply:

- i. For WIOA adult and dislocated worker, participants that are earning 70% or less of their previous wage may be eligible to receive workforce development services per local policy, dependent upon available funding.
- ii. Trade participants that are earning 80% or less of their previous wage may be eligible for training assistance according to the Trade Adjustment Assistance Reauthorization Act of 2015.

POLICY 13: Self-Sufficiency

I. Purpose

This policy outlines criteria to determine income eligibility via LLSIL. LLSIL guidelines include income charts that are used by state and local workforce investment areas to determine income eligibility for WIOA programs for youth and adult services.

II. References

None

III. Terms

Under WIOA, some participants may be determined eligible for wage replacement services because, although they have found new employment, their current wages do not adequately replace the wages they earned in their previous job.

IV. Policy

1. General

- a. For the purposes of determining wage replacement eligibility, the following thresholds apply:
 - i. For WIOA adult and dislocated worker, participants that are earning 70% or less of their previous wage may be eligible to receive workforce development services per local policy, dependent upon available funding.
 - ii. Trade participants that are earning 80% or less of their previous wage may be eligible for training assistance according to the Trade Adjustment Assistance Reauthorization Act of 2015

POLICY 14: Youth Eligibility Requirements

I. Purpose

This policy states the eligibility requirements of individuals seeking services under the youth funding stream. To be eligible for activities carried out under the youth funding stream an individual shall, at the time of eligibility determination is made, be an out-of-school youth or an in-school youth.

II. References

Illinois workNet ePolicy Chapter 5, Section 4.2: Eligibility Requirements for In-School Youth

Illinois workNet ePolicy Chapter 5, Section 4.1: Eligibility Requirements for Out-of-School Youth

WIOA section 129(a)(1)(B), 20 CFR 681.290, Richard B. Russell National School Lunch Act (Sec. 3(36) (A)(iv), section 477 of the Social Security Act

III. Terms

None.

IV. Policy

1. Out-of-School Youth Eligibility

a. To be provided services as an “out-of-school youth,” the individual must be:

- i. Not attending any school as defined under state law, individuals attending Adult Education provided under Title II of WIOA, YouthBuild or Job Corps are also classified as out-of-school youth;
- ii. Not younger than age 16 or older than age 24 at the time of enrollment; and
- iii. One or more of the following:
 - i. A school dropout as defined by the state;
 - ii. Within the age of compulsory school attendance, but has not attended school for at least the most recent complete school year calendar quarter as defined by the school district and the applicable school based on the student’s residence or assignment;
 - iii. A recipient of a secondary school diploma or its recognized equivalent who is a low-income individual and is:
 - a. Basic skills deficient (20 CFR 681.290); or
 - b. An English language learner.
 - iv. Subject to the juvenile or adult justice system;
 - v. Homeless, a homeless child or youth, a runaway, in foster care or aged out of the foster care system, a child eligible for assistance under section 477 of the Social Security Act, or in an out-of-home placement;
 - vi. Pregnancy or parenting;
 - vii. An individual with a disability;
 - viii. A low-income individual requiring additional assistance to enter or complete an educational program to secure or hold employment.

b. For individuals required to attend school under applicable state compulsory school attendance laws, the priority of assistance shall be for the individual to attend school regularly.

2. In-School Youth Eligibility

a. To be provided services under the youth funding stream as an “in-school youth,” the individual must be:

- i. Attending school as defined under state law, including secondary and postsecondary school;
- ii. Not younger than age 14 or (unless an individual with a disability who is attending school under state law) older than age 21 at the time of enrollment;
- iii. A low-income individual; and
- iv. One or more of the following:
 - i. Basic skills deficient;
 - ii. An English language learner;
 - iii. An offender;
 - iv. A homeless individual, a homeless child or youth, a runaway, in foster care or has aged out of the foster care system, a child eligible for assistance under section 477 of the Social Security Act, or in an out-of-home placement;

- v. An individual who is pregnant or parenting;
- vi. An individual with a disability;
- vii. An individual who requires additional assistance to complete an educational program or to secure or hold employment.

3. Low-Income Determination

- a. A low-income individual is any youth who:
 - i. Receives a free or reduced-price lunch under the Richard B. Russell National School Lunch Act (Sec. 3(36) (A)(iv)); or
 - ii. Lives in a high poverty area based on DOL TEGL 21-16, WIOA regulations at 20 CFR and 681.260, which define high poverty areas as a Census tract (FactFinder.Census.Gov).
- b. A youth that requires additional assistance to enter or complete an educational program or to secure or hold employment is any youth who:
 - i. Has lost a parent or caregiver due to:
 - i. Death,
 - ii. Divorce,
 - iii. Incarceration,
 - iv. Military deployment, or
 - v. Other separation; or
 - ii. A youth that has been referred by their school to the Lake County Regional Office of Education's Attendance and Truancy Division due to poor attendance/truancy.
 - iii. A youth and/or caregiver or parent has experienced economic hardship due to the COVID-19 pandemic (this policy will be in effect until 9/15/2021). Such as, but not limited to:
 - a. Workplace displacement
 - b. Relocation, such as due to eviction
 - c. Loss of job
 - d. Demonstrated financial hardship

POLICY 15: Support Services

I. Purpose

This policy provides guidance regarding the use of WIOA funds for supportive services to eligible adults, dislocated workers, and youth.

II. References

DCEO PY2005 WIA NOTICE NO. 05-NOT-04

WIOA sec. 134(C) (2) and (3) (Adults and dislocated workers) and sec. 129 (C) (2) (Youth) and defined in WIOA sec. 3(59). 20CFR 680.900-970 and 681.570.

III. Terms

Supportive services include transportation, childcare, dependent care, assistance with educational training and testing and technology broadband internet services, payments and fees for employment and training related applications, test, and certifications, reasonable accommodations for individuals with disabilities and housing.

IV. Policy

1. Eligibility for Supportive Services

- a. Transportation costs are eligible for payment/reimbursement after verification for the days the participant has attended a scheduled training class, a scheduled work-based learning activity including an interview, a job shadow, a work-site tour, an unpaid work-experience.
- b. Transportation costs are eligible for payment/reimbursement for the first 60 days of employment.
- c. Technology costs are eligible for payment/reimbursement when remote learning and/or software is needed, and a participant does not have access to a home computer and/or needed software. Payment/reimbursement not to exceed \$1500.
- d. Broadband internet service costs are eligible for payment/reimbursement when a customer needs to create or maintain a wireless connection for distance learning, searching for jobs, and other employment and training services where such services are already allowable. Based on research payment/reimbursement should not exceed \$ 65.00 per month while enrolled in services.
 - i. Case managers should analyze and ensure that the broadband internet service costs are reasonable and necessary on an individual basis.
 - ii. Case managers should work with each individual customer to identify the most cost-effective method of obtaining the internet service. For example: case managers direct participants to local companies that aid with low-income residents in accessing the internet.
- e. Childcare costs are eligible for reimbursement after verification for the days the participant has attended a scheduled training class or a scheduled work experience and the days the participant utilized daycare services.

2. Supportive Services Eligible for Funding

- a. Transportation is an allowable supportive service to WIOA eligible adults, dislocated workers, and youth.

- b. Transportation costs are eligible for payment/reimbursement after verification for the days the participant has attended class, employment or other required program events.
- c. Childcare costs are an allowable supportive service to WIOA eligible adults, dislocated workers, and youth.

3. Amount of Supportive Services Payments

- a. WIOA eligible participants are eligible for transportation payments/reimbursement not to exceed \$2,500.
- b. WIOA eligible participants who utilize public transportation will be reimbursed the actual cost of the public transportation pass or ticket, or \$10 per class day, whichever is less.
- c. WIOA eligible participants who utilize a private automobile will be reimbursed based on the following mileage as documented through Google Map at the following rates:
 - i. Participants living less than one mile (0.99) from the training provider will not be eligible for transportation reimbursements.
 - ii. Participants living between 1 mile and five (5.0) miles from the training provider will be reimbursed for \$5 per class day.
 - iii. Participants living between 5.1 miles and ten (10.0) miles from their training provider will be reimbursed for \$10 per class day.
 - iv. Participants living between 10.1 and fifteen (15.0) miles from the training provider will be reimbursed for \$15 per class day.
 - v. Participants living 15.1 miles or more from the training provider will be reimbursed for \$20 per class day.
 - vi. No participants will be reimbursed for more than \$20 per class day.
- d. For Trade eligible participants, transportation reimbursement will be consistent with the Trade Act.
- e. For participants that were enrolled and began their training before July 1, 2012, the previous reimbursement policy for WIOA customers shall apply until July 1, 2013. At that time, all clients will be subject to this policy. The previous policy allows for reimbursement for \$10 per class day for travel within Lake County, and \$20 per class day for travel outside of Lake County. Beginning July 1, 2013, all WIOA clients, no matter when they were enrolled or began training, will follow this policy.
- f. WIOA eligible participants are eligible for childcare reimbursement not to exceed \$2,000.

4. Reimbursement

- a. Reimbursement requests must be accompanied by an attendance form that verifies their attendance in class for the days for which they are seeking reimbursement. Attendance forms must be signed by instructors or other authorized staff of the training provider who can verify attendance, as well as by the participant.
- b. It is the responsibility of the participant to ensure that the reimbursement request and attendance forms reflect true and correct information. If false information is submitted as a part of a reimbursement request, including on any related paperwork, the WDD reserves the right to disqualify that participant from any future reimbursement payments.
- c. WDD staff must review and approve all reimbursement requests and associated attendance forms in advance of any payments to the participant.
- d. Reimbursement requests for childcare costs must be accompanied by an attendance form that verifies their attendance in class for the days for which they are seeking reimbursement. Attendance forms must be signed by instructors or other authorized staff of the training provider who can verify attendance and the childcare provider who verifies the days childcare was utilized, as well as by the participant. It is the responsibility of the participant to ensure that the reimbursement request and attendance forms reflect the true and correct information. If false information is submitted as a part of a reimbursement request,

including on any related paperwork, the WDD reserves the right to disqualify that participant from any future reimbursement payments.

5. Eligible Supportive Service for Contracted Youth Programs

- a. For contracted Youth Programs, Supportive Services can include any service allowed under WIOA, if those services are outlined in the program design, included in the program budget, and agreed to in the contract for youth services. Reimbursement for supportive services should follow the regular invoicing procedure, as outlined in the contract for youth services.

POLICY 16: Work Experience

I. Purpose

This policy provides guidance around WIOA-funded work experience programs opportunities for adults, dislocated workers, and youth who have completed training programs and/or whose IEP includes work experience. Subrecipients who serve youth are subject to the requirements outlined in this policy.

II. References

Illinois workNet ePolicy Chapter 7: Work Experience

Illinois workNet ePolicy Chapter 8, Section 4: Training Expenditure Requirement

III. Terms

Work experience is a planned, structured training experience that takes place in a workplace for a limited period. Work experience may be paid or unpaid, as appropriate. A work experience workplace may be an office of local government, a non-profit organization, or a for-profit employer. Labor standards apply in any work experience where an employee/employer relationship, as defined by the Fair Labor Standards Act, exists.

IV. Policy

1. Funding Guidelines

- a. The WDD is responsible for implementing this policy.
- b. Work experience wages and appropriate FICA costs are allowable costs to be funded or reimbursed through WIOA.
- c. The WDD is responsible for negotiating the work experience hours and wages.
- d. Work experiences funded through WIOA formula grant funds cannot exceed a duration of 1,000 hours.
- e. An hourly wage will be paid at a reasonable wage consistent with that paid for similar work (as defined in the Uniform Guidance at 2 CFR 400.430(b)). The starting hourly wage for a similar or same direct hire position at the worksite will be considered.
- f. Work experiences funded through subrecipients agreements will have wage and hours negotiated as part of the annual agreement.
- g. Work experiences funded through special grant funds, the maximum period of work experience hours, and wages will be determined by what is required or allowable under that grant.

2. Employer of Record and Insurance

- a. Lake County serves as the employer of record only for participants that complete their work experience at an office of Lake County government.
- b. The host company or non-profit organization will act as the employer of record for participants that complete their work experience at that host company or non-profit organization.
- c. This program will be considered an unemployment work-training program. According to the (820 ILCS 405/) Unemployment Insurance Act sec. 211.3 (E), workers who are part of an unemployment work-relief or work-training program assisted or financed in whole or in part by any Federal agency or an agency of this State are excluded from insured employment. Therefore, workers will not be eligible for unemployment benefits.

3. Participant Eligibility

- a. The WDD is responsible for an individual's eligibility determination, intake and referral, and will evaluate the individual's appropriateness for enrollment in a work experience. For a work experience to be deemed appropriate for a participant, the following general provisions must be met (the participant must meet provision #1 and one or more provisions #2-7):
 - i. Work experience must be identified in the participant's IEP;
AND
 - ii. The participant has little or no prior experience in the workplace; or
 - iii. The participant has had trouble in maintaining employment in the past due to barriers that can best be addressed and overcome through work experience enrollment; (ex. Work ethic, getting along with co-workers, attendance issues); or
 - iv. The participant has a need to experience the fundamentals of maintaining consistent employment; or

- v. The participant is a dislocated worker who has been dislocated from long-term employment, and is now seeking a new career path; or
- vi. The participant will benefit from a worksite that will provide occupation specific knowledge and experience in their area of occupational choice toward meeting their specific career goals; or
- vii. The participant has been identified as eligible for a work experience through a special grant.

4. Worksite Eligibility and Program Design

- a. The WDD is responsible for ensuring the worksite meets the criteria and is suitable to be a work experience worksite. The worksite must meet the following parameters:
 - i. A work experience worksite may be an office of local government, a non-profit organization, or a for-profit employer.
 - ii. Labor standards apply as defined by the Fair Labor Standards.
 - iii. Work experience participants cannot be placed in a job that may cause the displacement of regular employees.
 - iv. Total paid hours per week will be limited to normal worksite hours for all current employees in similar positions. Overtime is not allowed.
 - v. Whereas the participant continues to actively look for full-time permanent employment, the worksite must agree to allow time off for job interviews.
 - vi. The role and responsibilities of the participant will be identified in their Work Experience Training Plan.
 - vii. The responsibilities of the worksite will be identified in the Worksite Agreement.

5. Monitoring

- a. The WDD staff will conduct regular monitoring of the work experience program. The WDD will conduct on-site monitoring and will interview the worksite supervisor and participant(s) at least once during the work experience and more often if deemed necessary.
- b. The WDD will be available to the participants and worksite supervisors to address any issues throughout the length of the work experience.

6. Other Considerations

- a. The identification of a participant as a candidate for work experience is not a guarantee of a work experience placement. Depending on the availability of funds, and worksites, a participant may have the opportunity to interview for a work experience. If a participant is unsuccessful in being enrolled in a work experience, job search and career services will be made available through WDD.
- b. The WDD may suspend or terminate a work experience opportunity based on the participant's failure to comply with their Work Experience Training Plan and/or any relevant workplace policies.
- c. The WDD may suspend or terminate a work experience opportunity depending on the availability of grant funding.

POLICY 17: Incentives

I. Purpose

This policy communicates the incentive policy for WIOA eligible youth enrolled and participating in WIOA Youth Programs. Subrecipients who serve youth are subject to the requirements outlined in this policy.

II. References

Uniform Guidance at 20 CFR § 681.640

III. Terms

Incentives payments to youth participants are permitted for recognition and achievement directly tied to training activities and work experiences.

IV. Policy

1. Local Program Requirements

- a. According to 20 CFR § 681.640, incentives are allowable expenses for WIOA youth participants. The local program must have written policies and procedures in place governing the award of incentives and must ensure that such incentive payments are:
 - i. Made to participants enrolled and participating in WIOA-approved programs;
 - ii. Based on the achievement of program milestones tied to the goals of the training and work experience activities;
 - iii. Outlined in written procedures before the commencement of the program; and
 - iv. Aligned with the local program's organizational policies.
- b. Subrecipients incentive policies and procedures must adhere to this policy.
- c. Documentation of attendance, achievement, milestone success is required to receive an incentive payment.
- d. The maximum incentive a youth can receive is \$1500.

POLICY 18: Needs-Related Payment

I. Purpose

This policy outlines what types of NRPs are approved by the WDB. WIOA provides program guidelines for supportive services for adults, out-of-school youth, and dislocated workers. These include services such as transportation, childcare, dependent care, housing, and needs-related payments needed to enable individuals to participate in WIOA Title I activities.

II. References

Illinois workNet ePolicy Chapter 7, Section 4: Needs-Related Payment
WIOA Section 134(e)(3), WIOA Sections 3(59) and 134(d)(2) and (3)

III. Terms

NRPs are granted to adult and dislocated workers who are enrolled in training when they require additional monetary assistance to complete their training plans.

IV. Policy

1. Eligibility Determination

- a. NRPs are intended to provide monetary support to eligible adults and dislocated workers when other funds are not available or have been exhausted and NRPs are necessary for the worker to participate in training. NRPs are not entitlements and must be necessary to the success of the participant's training plan. NRPs are one of the support services authorized by WIOA Section 134(e)(3) and approved by the local WDB. Due to funding constraints, the WDB does not offer NRPs.

2. Adult Eligibility

- a. To be eligible for NRPs, an Adult must:
 - i. Be unemployed;
 - ii. Not qualify for UI; and
 - iii. Be enrolled in a program of training services under WIOA, section 134 (d) (4).

3. Dislocated Worker Eligibility

- a. To be eligible for NRPs, a Dislocated Worker must:
 - i. Be unemployed; and
 - ii. Have ceased to qualify for UI or Trade Readjustment Allowance under the TAA or North American Free Trade Agreement—Transitional Adjustment Assistance; and
 - iii. Be enrolled in a program of training services under WIOA section 143 (d) (4) by the end of the 13th week after the most recent layoff that resulted in a determination of the worker's eligibility as a dislocated worker, or, if later, by the end of the 8th week after the worker is informed that a short-term layoff will exceed 6 months.

-OR-

- i. Be unemployed, and
- ii. Did not qualify for UI or Trade Readjustment Allowance under the TAA or North American Free Trade Agreement—Transitional Adjustment Assistance; and
- iii. Be enrolled in a program of training services under WIOA section 143 (d) (4) by the end of the 13th week after the most recent layoff that resulted in a determination of the worker's eligibility as a dislocated worker, or, if later, by the end of the 8th week after the worker is informed that a short-term layoff will exceed 6 months.

4. Additional Information

- a. If these eligibility requirements are met, individuals may be awarded the initial NRP from WIOA funding at the start of training classes.
- b. Once a participant receives the initial NRPs, expenses, and income (including other sources of income, e.g., student financial aid, unemployment compensation, etc.) shall be verified by the WDD staff before the final NRP is provided. Verification will be requested from unemployment compensation, financial aid, welfare office, etc., and Page 32 of 38 Lake County Workforce Development Board Service Policies the

participant. Participants that are not initially eligible for NRPs may, if their income is reduced, request a reassessment of their eligibility.

5. Payment Determination

- a. Adults: The WDB has the authority to establish the payment level for eligible adults, however the payment amount of the NRP made to adults may not exceed the equivalent weekly amount of the LWIA's annual 100% LLSIL for a family of one.
- b. Dislocated Workers: The level of NRPs made to Dislocated Workers shall not exceed the greater of:
 - i. The applicable weekly level of UI compensation (for participants who were eligible for UI because of a qualifying dislocation); or
 - ii. If the worker did not qualify for UI compensation, the weekly payment amount may not exceed the poverty level of an equivalent period. The weekly payment level must be adjusted to reflect changes in total family income as determined by Local Board policies. (The poverty level for family size is established for the Adult Program and must be divided by 52 weeks to determine a weekly poverty level).
- c. Payment amounts for Adults and Dislocated Workers. The customer is screened for the initial payment of \$1,000 and is then screened again for a final payment of \$1,000. The total of the Needs Related Payment must not exceed \$2,000.
 - i. The first needs-related payment will be issued upon enrollment if they submit the required documents
 - i. 50% of the payment is issued at this time
 - ii. Should not exceed \$1,000
 - ii. The second needs-related payment will be issued upon completing and verifying a Measurable Skills Gain or Credential.
 - i. Must occur within 60-days from the start of training
 - ii. The remaining 50% of the payment is issued at this time
 - iii. Should not exceed \$1,000

6. Administration and Oversight

- a. Needs Analysis:
 - i. Participants requesting NRPs are required to complete a Financial Needs Analysis Form (See Attachment). All sources of revenue and expenses for the past months are to be listed on the form. Both income and expenses are computed on an annual basis. After totaling the annual income and expenses, the following steps are completed:
 - i. Seventy percent LLSIL, based on family size, is subtracted from the annual income.
 - ii. Annual expenses are subtracted from annual income.
 - iii. The Net Financial Need is the smaller of the numbers from step 1 and 2, unless the annual expenses are less than the annual income, in which case the Net Financial Need is zero.
 - ii. The above formula is then used to determine payments to the participant in the following manner:
 - i. $\text{Net Financial Need (NFN)}/52 \text{ Weeks} = \text{NFN Per Week}$
 - ii. $\text{NFN Per Week} \times \text{Number of Weeks in Program} = \text{NFN Per Program}$
 - iii. $\text{NFN Per Program}/\text{Total Hours in Program} = \text{NRP Per Hour of Training}$
- b. Records:
 - i. The following records must be maintained for each NRP recipient:
 - ii. A copy of UI entitlement decision or confirmation of UI benefits being exhausted;
 - iii. A copy of request for training classes for each period of training (quarter, semester, block, class, etc.);
 - iv. Verification of enrollment/registration, participation, grades and completion of training classes (confirmation from Registrar's office or course instructor);
 - v. A signature by the participant attesting to his/her understanding of NRP requirements and instructions;

- vi. Documentation of all eligibility determinations; and
- vii. A comprehensive list of all NRPs made to the participant.

7. Fraud

- a. Verification in Advance of Payment: To prevent fraudulent payment activity, prior to the payment of any NRPs, WDD staff must:
 - i. Perform a cross check with UI to ensure that participants are not receiving UI, State Training Benefits, TRA, and NRPs at the same time; and
 - ii. Verify training participation.
- b. Recovery of Overpayment or Fraudulent Payment: If a review of the participant's financial records indicates that an overpayment has been made (including excess advances, if any) or that there has been any fraudulent activity, the WDD staff should immediately report the occurrence to the WDD Business Manager. Payments to the participant in question will cease immediately. The WDD will notify the participant in writing of the overpayment or fraudulent payments and will request a repayment of funds, as appropriate, within thirty days. If the amount is not repaid, the WDD Business Manager may begin debt collection procedures. All cases of fraud or suspected fraud will be forwarded to the appropriate legal authorities for prosecution per WIOA Policy Letter Number 06-PL-28.

POLICY 19: Personally, Identifiable Information

I. Purpose

This policy provides guidance on compliance with the requirements of handling and protecting PII in WIOA grants. WIOA requires AJCs to protect PII of employees and WIOA participants. The electronic restrictions and safeguards outlined in this policy provide guidance for participants, employees, and contractors that have access to PII retained by the WDD to ensure compliance with state and federal regulations.

II. References

Uniform Guidance at 20 CFR 200.79-82, 20 CFR 683.220/Guidance Letter No.39-11
DOL TEGLE-39-11

III. Terms

PII is information that can be used to distinguish or trace an individual's identity, either alone or when combined with other personal or identifying information that is linked or linkable to a specific individual.

IV. Policy

1. General Requirements

- a. Staff must ensure sensitive information is protected. Protective measures include securing portable devices with pertinent information, storing social security numbers appropriately, storing or displaying data in a way that is not attributable to an individual, not downloading PII data or storing on devices unless encrypted, accessing wage data in secure locations, masking PII data on documents before emailing, and not leaving PII information on copier/printer or fax machines.
- b. Staff must keep participant files in a secure location, or in locked file or cabinet, and ensure to redact PII information before making copies, uploading, or storing documents with sensitive information.
- c. Staff should utilize shredders or locked recycling bins when terminating documents with PII information.
- d. Usernames and passwords should not be shared or written down in an open area for viewing.
- e. Staff should not link unauthorized hardware to state network.
- f. Staff should notify Network Administrator when employees are separated or suspended.

POLICY 20: Follow-Up

I. Purpose

This policy addresses who will receive follow-up services, what services will be offered, and the timeframe of when they will be done. WIOA requires follow-up services be done under adult, dislocated worker, and youth Programs. State and local areas must establish policies that define what are appropriate follow-up services, as well as policies for identifying when to provide follow-up services to participants.

II. References

DCEO WIOA Policy TEGL 10-16

III. Terms

Follow-up is a career service activity conducted by career planners as defined by WIOA to ensure long-term success in the labor market. Follow-up services are conducted to participants to determine if they need additional services to be successful.

IV. Policy

1. Provision of Follow-Up Services: Adult and Dislocated Worker

Under WIOA Section 134, LWIAs must provide follow-up services for adults and dislocated worker participants who are placed in unsubsidized employment for up to 12 months after the first day of employment.

- a. Follow-up services must be made available for 12 months following the first day of unsubsidized employment.
- b. Services may be offered as often as necessary throughout the 12 months.
- c. An attempt to contact the participant must be made at least once a quarter for the next 3 quarters following the first day of unsubsidized employment. All attempts at providing follow-up services must be case noted.
- d. While follow-up services must be made available, not all adults and dislocated workers placed in unsubsidized employment will need or want such services. Some participants may not be responsive to attempted contacts for follow-up, and others may be difficult to locate making it impossible to provide follow-up services. If after 90 days following the first day of unsubsidized employment a participant is unreachable or refuses the provision of follow-up services, follow-up contact attempts may cease. All attempts at providing follow-up services must be case noted.

2. Appropriate Follow-Up Services: Adult and Dislocated Worker

- a. Follow-up services must be provided, as appropriate. Such services may include a variety of service to meet the needs of the participants, like:
 - i. Additional career planning and counseling.
 - ii. Best practices for dealing with workplace related issues.
 - iii. Contact with the participant's employer, including assistance with work-related problems that may arise.
 - iv. Peer support groups.
 - v. Information about additional educational opportunities.
 - vi. Case management administrative follow-up.
 - vii. Referrals to other services or agencies, as appropriate.

3. Provision of Follow-Up Services: Youth

LWIAs must provide follow-up services for all exited youth.

- a. All youth participants must be offered an opportunity to receive follow-up services for a minimum of 12 months after exit unless the participant declines to receive follow-up services, or the participant cannot be located or contacted.
- b. The youth 12-month follow-up requirement is completed upon 1 year from the date of exit.
- c. Services may be offered as often as necessary throughout the 1 year from the date of exit.
- d. An attempt to contact the youth participant must be made at least once a quarter covering the 12-month period after exit. All attempts at providing follow-up services must be case noted.

- e. While follow-up services must be made available, some youth may not be responsive to attempted contacts for follow-up, and other youth may be difficult to locate making it impossible to provide follow-up services. The following two options will be used for youth during the 12-month follow-up period:
 - i. Unable to Locate: If a youth cannot be located, attempts to locate and contact the participant must be made for a minimum of the first 2 quarters following exit. All attempts and efforts to contact the youth must be clearly documented in case notes.
 - ii. Opting Out: Youth in the 12-month follow-up period may request to opt-out of follow-up services at any point in time. The request to opt-out or discontinue follow-up services must be clearly documented in case notes.

4. Appropriate Follow-Up Services: Youth

- a. Follow-up services must be provided, as appropriate. Such services may include a variety of service to meet the needs of the participants, like:
 - i. Approved support services.
 - ii. Adult mentoring.
 - iii. Financial literacy education.
 - iv. Activities that help youth prepare for postsecondary education and training.
 - v. Services that provide labor market and in-demand occupations available in the local area, such as career awareness, career counseling, and career exploration services.
 - vi. Additional career planning and counseling.
 - vii. Best practices for dealing with workplace related issues.
 - viii. Contact with the participant's employer, including assistance with work-related problems that may arise.
 - ix. Peer support groups.
 - x. Information about additional educational opportunities.
 - xi. Case management administrative follow-up.
 - xii. Referrals to other services or agencies, as appropriate.

POLICY 21: Complaints

I. Purpose

This policy ensures that the complaints procedure is properly and effectively implemented, and that service users feel confident that their complaints are listened to and acted upon promptly and fairly.

II. References

DCEO WIOA Policy Letter No. 04-PL-05

III. Terms

None.

IV. Policy

1. Policy Statement

- a. If a service user wishes to make a complaint or register a concern, they should find it easy to do so. It is our policy to welcome complaints and look upon them as an opportunity to learn, adapt, improve, and provide better services. This policy is intended to ensure that complaints are dealt with properly and that all complaints or comments by service users are taken seriously and addressed immediately. The policy is not designed to apportion blame, to consider the possibility of negligence or to provide compensation. It is NOT part of our disciplinary policy.
- b. Failure to listen to or acknowledge complaints will lead to an aggravation of problems, service user dissatisfaction and possible litigation. WDD supports the concept that most complaints, if dealt with early, openly, and honestly, can be sorted out at a local level between just the complainant and each establishment. If this fails due to either the establishment or the complainant being dissatisfied with the result the complaint will be referred to the WDB, DOL/ETA, and DOL regarding incidents.

2. Goals

- a. Service users are aware of how to complain, and that each establishment provides easy to use opportunities for them to register their complaints
- b. A named person will be responsible for the administration of the procedure
- c. Every written complaint is acknowledged within two working days
- d. Investigations into written complaints are held within 28 days
- e. All complaints are responded to in writing by a designated workforce employee
- f. Complaints are dealt with promptly, fairly and sensitively

3. Complaints Procedure

a. Oral Complaints

- i. All oral complaints, no matter how seemingly unimportant, should be taken seriously.
- ii. Front line staff that receive an oral complaint should seek to solve the problem immediately if possible.
- iii. If staff cannot solve the problem immediately, they should offer to get the manager to address the problem.
- iv. All contact with the complainant should be polite, courteous, and sympathetic.
- v. Staff should remain calm and respectful always.
- vi. Staff should not accept blame, make excuses, or blame other staff.
- vii. If the complaint is being made on behalf of the service user by an advocate it must first be verified that the person has permission to speak for the service user, especially if confidential information is involved. If in doubt, it should be assumed that the service user's explicit permission is needed prior to discussing the complaint with the advocate.
- viii. After talking the problem through, the manager or staff member dealing with the complaint should suggest a course of action to resolve the complaint. If this course of action is acceptable then the member of staff should clarify the agreement with the complainant and agree on a way in which the results of the complaint will be communicated to the complainant.
- ix. If the suggested plan of action is not acceptable to the complainant, then the member of staff, or manager should ask the complainant to put their complaint in writing and provide them with a copy of the complaint's procedure and form for completion (Incident Report Form).

- x. In both cases details of the complaints should be recorded on the designated Incident form and submitted to the appropriate Manager.
- b. **Written Complaints**
 - i. When a complaint is received in writing it should be passed on to the manager of the staff member named in the complaint, or the manager of the area subject to the complaint, as appropriate. The manager must keep a record of the complaint and send an acknowledgment letter to the customer within two working days. The manager or a designated employee will manage the complaint until resolution.
 - ii. If necessary, further details should be obtained from the complainant. If the complaint is not made by the service user but on the service user's behalf, then consent of the service user, preferably in writing, must be obtained from the complainant.
 - iii. Complaint should be given the right to report to DCEO if they are not satisfied with the WDD's stated resolution.
 - iv. Immediately on receipt of the complaint, the WDD should launch an investigation and within 28 days should be able to provide a full explanation to the complainant, either in writing or by arranging a meeting with the individuals concerned.
 - v. If the issues are too complex to complete the investigation within 28 days, the complainant should be informed of a timeline by which the issue will be resolved.
 - vi. If a meeting is arranged, the complainant should be advised that they may, if they wish, bring a friend, relative or other representative to act as an advocate. At the meeting, a detailed explanation of the results of the investigation should be given and an apology if it is deemed appropriate (apologizing for what has happened need not be an admission of liability).
 - vii. After the meeting, or if the complainant does not want a meeting, a written account of the investigation should be sent to the complainant. This should include details of how to approach the WDB, DOL/ETA, and DOL regarding the complaint/incident.
 - viii. The outcomes of the investigation and the meeting should be recorded, as well as any recommended changes in policy or operations because of the investigation.
 - ix. The WDD staff should discuss complaints and their outcome at a formal business meeting once each year.

4. Staff Training

- a. All staff should be trained in dealing with and responding to complaints. Complaints policy training should be included in the induction training for all new staff and in-house training sessions on handling complaints should be conducted at least annually and all relevant staff should attend. Managers are responsible for organizing and co-ordination staff training.