

TOMPKINS COUNTY WORKFORCE DEVELOPMENT BOARD

December 14, 2021

8:30 A.M.

Zoom Platform

- PRESENT:** S. Pronti, T. Bruer, D. Burrows, K. Cerasaro, J. Cometti, D. Harrington, B. Forrest, K. Franzese, K. Kersey, J. Lance, C. Malcolm, J. Matteson, H. McDaniel, K. Shanks-Booth, J. Shapiro, T. Tarshus, J. Tavares, A. Burke, C. Whitmore
- EXCUSED:** M. Abdelrehim, A. Bishop, A. Iles, K. Kephart
- EX-OFFICIO:** J. Mouillesseaux, A. Hendrix
- GUESTS:** D. Goodness, Workforce Development Institute, C. Harris, New York State Department of Labor; C. Walters, TST BOCES; E. Hyde, Travis Hyde Properties; J. Thomas, Cornell Real-Estate
- STAFF:** R. Avila, S. Alvord, D. Achilles

CALL TO ORDER

Chairman Pronti called the meeting to order at 8:34 a.m.

Ms. Hendrix reported that the Workforce Development Board Director job search is convening. The County will be moving forward with interviews and hiring to start early January 2022.

Mr. Pronti reminded all Board members to complete the Sexual Harassment Training and please return the attestation form to Ms. Achilles.

Ms. Avila introduced the two new Board members: Ms. Harrington, Tompkins Community Action and Ms. Burke, Mosaic/Challenge. Introductions were made for all Board members.

BOARD ACTION ITEMS

APPROVAL OF MINUTES – October 19, 2021

It was moved by Ms. Whitmore, seconded by Mr. Burrows, and unanimously adopted by voice vote of members present to approve the minutes of October 19, 2021, as written.

County Staff and partners recuse themselves from the meeting for voting on the Extension of the WIOA Youth Contract.

APPROVAL TO EXTEND WIOA YOUTH CONTRACT WITH OET FOR 1 YEAR

It was moved by Mr. Matteson, seconded by Mr. Bruer, and unanimously adopted by voice vote of members present to approve the WIOA Youth contract with Office of Employment and Training for 1 year.

County Staff and partners return to Board meeting.

APPROVAL OF SUPPORTIVE SERVICES POLICY

Ms. Mouillesseaux reviewed the updates to the Supportive Services Policy. The purpose of this policy is to establish guidelines for the use of Workforce Innovation and Opportunity Act (WIOA) funds in the provision of supportive services to enable adults and dislocated workers to participate in WIOA activities.

It was moved by Mr. Bruer, seconded by Ms. Shanks-Booth, and unanimously adopted by voice vote of members present to approve the Supportive Services Policy.

APPROVAL OF INDIVIDUAL TRAINING ACCOUNT POLICY

Ms. Mouillesseaux reviewed the updates to the Individual Training Account Policy. Workforce Innovation and Opportunity Act identifies training services that can be provided to adults and dislocated workers.

It was moved by Mr. Malcolm, seconded by Ms. Tarshus, and unanimously adopted by voice vote of members present to approve the Individual Training Account Policy.

APPROVAL OF ON-THE-JOB TRAINING POLICY

Ms. Mouillesseaux reviewed the updates to the On-the-Job Training Policy. The On-the Job Training Program is designed to provide training in a specific skill area that will enable the participant involved to become a valuable and productive member of the employer's workforce.

It was moved by Ms. Shanks-Booth, seconded by Mr. Bruer, and unanimously adopted by voice vote of members present to approve the On-The-Job Training Policy.

APPROVAL OF TRADITIONAL JOBS POLICY

Ms. Mouillesseaux reviewed the updates to the Traditional Jobs Policy. Transitional Jobs is one strategy for individuals to receive workforce preparation funded through the Workforce Innovation and Opportunity Act (WIOA).

It was moved by Mr. Matteson, seconded by Ms. Whitmore, and unanimously adopted by voice vote of members present to approve the Traditional Jobs Policy.

APPROVAL OF NEED-RELATED PAYMENT POLICY

Ms. Mouillesseaux reviewed the updates to the Need-Related Payment Policy. Needs-related

payments provide financial assistance to participants for the purpose of enabling them to participate in training and are a supportive service authorized by WIOA.

It was moved by Mr. Kersey, seconded by Mr. Malcolm, and unanimously adopted by voice vote of members present to approve the Need-Related Payment Policy.

APPROVAL OF WIOA YOUTH EXIT & FOLLOW-UP POLICY

It was moved by Ms. Whitmore, seconded by Ms. Franzese, and unanimously adopted by voice vote of members present to approve the WIOA Youth Exit & Follow-Up Policy.

PRESENTATION

Ms. Hyde, Co-Owner, Travis Hyde Properties. Mr. Thomas, Senior Director of Real Estate, Cornell Business and Technology Park. Presentation attached.

WDB INTERIM DIRECTOR UPDATE

Ms. Avila reported to the Workforce Development Board members the search for a Workforce Development Associate has been extended to January 31, 2022.

Ms. Avila reported that the One Stop Procurement RFQ will be on the agenda for the Board to approve at the February 22, 2022, Board meeting.

Ms. Avila reported the In-Demand Occupation list is being reviewed by the One Stop Operations and Oversight Committee and will be ready for approval at the February 22, 2022, Board meeting.

Ms. Avila reported the Health Career Expo at Ithaca College on November 22, 2021, was a success.

CAREER CENTER UPDATE

Ms. Mouillesseaux thanked all Board members for approval of all policies that have been updated.

Ms. Mouillesseaux reported that the Career Center is still closed to public. NYSDOL will be conducting a soft opening in January 2022. The Career Center staff are doing outreach out to customers and meeting in the Tompkins County Library and Tompkins Cortland Community College Extension Center. This allows for the Career Center to have hybrid workshops and office hours.

COMMITTEE REPORTS

A. EXECUTIVE COMMITTEE

Mr. Pronti reported that the Executive Committee has been having discussions around “The New Possible” nine recommendations and how to organize and use resources to support employees. How to support employers with barriers to limit employee turnover.

B. ONE STOP OPERATIONS AND OVERSIGHT COMMITTEE

Ms. Avila reported that the One Stop Operations and Oversight Committee is working on the In-Demand Occupation list and how to collect data for customers surveys.

C. YOUTH OVERSIGHT COMMITTEE

Ms. Shanks-Booth reported that the Youth Oversight Committee is working on 2022 Summer Youth Employment Program RFP contracts to be up to date with outreach to marginalized populations. Mr. Malcolm reported the Committee had great robust conversation around the extension of the WIOA Youth contract with Office of Employment and Training. This will give the Committee time to revise the current contract for the new RFP to be released 2023 with focus on groups who were excluded in the past contracts.

D. GOVERNANCE AND MEMBERSHIP COMMITTEE

Mr. Burrows reported that the Governance and Membership Committee reviewed the full Board roster and working on new member orientation as well as a refresher for the full membership in summer/fall of 2022.

ADJOURNMENT

The meeting adjourned at 10:01 a.m.

Revised: December 2, 2021
Board Approval:

Tompkins County Workforce Development Board

WIOA Adult/Dislocated Worker Supportive Services Policy

Commented [JMG1]: Previously "Transportation Assistance Policy"

Purpose

The purpose of this policy is to establish guidelines for the use of Workforce Innovation and Opportunity Act (WIOA) funds in the provision of supportive services to enable adults and dislocated workers to participate in WIOA activities.

The goal of Supportive Services is to minimize barriers for adults to enable them to fully participate in workforce development and/or employment activities and opportunities to help them progress along their career pathway.

The justification and strategy for providing supportive services must be clearly defined in the adult or dislocated worker's Individualized Employment Plan (IEP). Actively engaged, enrolled or in good standing WIOA adult and dislocated worker, may receive Supportive Services if funding is available and each participant has met criteria and guidelines set forth in local county policies. There are no specific requirements for when to provide supportive services. They may be provided based on the needs of the adult or dislocated worker as identified in the participant's IEP.

All supportive services are subject to the availability of WIOA funds and are not an entitlement. TCWDB may suspend or withdraw authorization for supportive services at any time and at the sole discretion of TCWDB.

Allowable Supportive Services are defined in TEGL 19-16. Services that enable an individual to participate in WIOA activities include, but not limited to:

- Linkages to community services
- Assistance with housing
- Needs-related payments
- Assistance with educational testing
- Reasonable accommodations for adults or dislocated workers with disabilities
- Legal Aid services
- Referrals to health care
- Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear
- Assistance with book fees, school supplies, and other necessary items for students enrolled in postsecondary education classes

Revised: December 2, 2021

Board Approval:

- Payments and fees for employment and training-related applications, tests, and certifications

Supportive services may only be provided to participants who are participating in WIOA enrolled services and who are unable to obtain such supportive services through other programs providing such services and cannot receive supportive services through referrals to partner agencies and other community service providers (e.g. ACCES-VR).

Reimbursement costs:

If an enrolled adult or dislocated worker pre-pays a cost that can qualify as a supportive service cost, the participant may be reimbursed those costs.

- a) Stipulation for reimbursement is that the participant must be employed or in training for 30 days before reimbursement can be processed
- b) No reimbursements can be processed without supporting receipts
- c) Must be WIOA enrolled and costs must occur after WIOA participant enrollment.
- d) Reimbursement requests should be for costs in the last 6 months

Any Combination of Supportive Services will no not exceed \$9,000

Housing/Child Care costs:

All community and local agencies that could provide this supportive service should be contacted prior to utilizing WIOA adult or dislocated worker funding (i.e. "all other options exhausted").

- a) Child care costs can only be paid at a licensed/certified day care provider (not relative/friend, etc.)
- b) Housing can only be paid to commercial hotels/established landlords (not relatives/friend, etc.)
- c) Housing or Child Care assistance will not exceed duration of training.

Any Combination of Supportive Services will not exceed \$9,000

Transportation:

Gas cards, bus passes, cab fare: may be given to adult or dislocated worker to assist participant in being able to participate in program activities, training, and employment.

- a) Gas cards/ bus passes are to be utilized as a supplement to overall transportation costs, not to totally subsidize transportation costs of a

Revised: December 2, 2021
Board Approval:

participant. Adult or dislocated worker is to understand that this is a supplement to assist with transportation costs.

- b) **Gas cards** are distributed and **paid at the current deferral government rate** <https://www.irs.gov/tax-professionals/standard-mileage-rates> . Participant shall receive **no more than \$50 in gas cards per day**, covering only one full round trip to and from training or placement. Participant will not receive gas cards for days not in programs or training. **Training provider signed attendance sheets are required as supporting documentation.** If a provider cannot sign the attendance sheets, participant **must** return gas receipt after using the gas card. **No** additional cards will be issued if the participant does not return signed attendance sheet or receipt (which will include the gas card # on the receipt).
- c) **Bus Passes** are purchased on a monthly basis, unless the training is for a shorter length of time. Rate of bus pass purchase will vary depending on the travel needs of that adult or dislocated worker, to be determined with the Staff.
- d) **Uber/Lyft/Taxi expenses** are approved for instances where bus passes are not sufficient for covering transportation needs. (For example, when someone can take a bus to a class but there are no bus options for the ride home due to location and/or time of day.) Total expense cannot exceed the **\$50/day cap**.
- e) **Adult or dislocated workers who become employed may receive gas cards/ bus pass until their first paycheck.** Employment and pay schedule will be verified with employer.

Commented [JMG2]: Previously was .25/mile, cap of \$25/day

Any Combination of Supportive Services will not exceed \$9,000

Other Transportation Supportive Services:

- a) Supportive services **can include driver training course** to assist adult or dislocated worker in **gaining driver's license** to enable participant to participate in program activities, training, and employment. ITA to be completed for training.
- b) For rural areas and other areas where transportation is limited or non-existent, purchase of a new or used bicycle may be as a means of viable transportation to enable adult or dislocated worker to participate in program activities, training, and employment. For rural distances, bike purchase to

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Board Approval:

cover a radius of 25 miles is reasonable. Cost of the bicycle can't exceed \$250 and will be purchased by the Program.

- c) Other transportation modes or repairs can be funded but requires prior approval by the Workforce Administrator of that adult or dislocated worker contract. Cost of vehicle repairs can't exceed \$1,000.*
- All repairs must have an invoice in order to be paid
 - All repairs must be conducted at a state approved repair shop
 - Repairs are only done on vehicles registered to the participating adult or dislocated worker. No repairs will be made on family or friend vehicles, even if that vehicle is the participant's mode of transportation.

***Note:** Vehicle repair cap pertains to each training period or training funding request. Therefore, a participant can't repeatedly receive funding assistance for vehicle repair during one training period (unless the total expenses have not yet exceeded \$1,000).

Any Combination of Supportive Services will not exceed \$9,000

Commented [JMG3]: Previous cap was \$1500

Procedure

The TCWDB shall require all WIOA service providers and grantees receiving funds from a grant or contract administered by TCWDB to comply with this policy and applicable procedures. It is the responsibility of each service provider to become aware of all applicable regulations and to monitor personnel and client activities to ensure compliance. TCWDB shall review grantee compliance with this policy during the annual monitoring process.

Counselors should first contact MOA/MOU (Memorandum of Agreement/Understanding) partners or other community agencies in their area who may offer free services before utilizing WIOA Supportive Services funding, and the attempts made should be documented in OSOS comments.

At a minimum, service providers shall:

- 1.) document the need for the supportive service and justify issuance of the service in the participant's IEP and in OSOS (including a Comment describing what was provided and why, Achievement Objective and Service)
- 2.) maintain records of documentation that verify the client received the service through an original signature on a receipt form

Tompkins County Workforce Development Board
Individual Training Account Policy

I. Training Services

A. Overview

Section 134(c)3 of the Workforce Innovation and Opportunity Act identifies training services that can be provided to adults and dislocated workers who:

1. Have been provided an initial assessment and have been found to be in need of Career Development Services.
2. After a comprehensive assessment, including Barriers to Employment (e.g., Language, Transportation, Child Care, Elder Care, Mental, Physical and Developmental Disabilities, Work Place Accommodations, etc.), have been determined to:
 - i. be unlikely or unable to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment through the career services described in Section 134(c)(2)(A)(xii) of the Workforce Innovation and Opportunity Act (see attachment A)
 - ii. be in need of training services to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment
 - iii. have the skills and qualifications to participate in the selected program of training services
3. Select programs that are directly linked to employment opportunities and the local demand occupations list.
4. Are unable to obtain other grant assistance for such services, including Federal Pell Grants or require assistance beyond the assistance made available under other grant assistance programs, including Federal Pell Grants. Training Services may be provided to an individual who otherwise meets the requirements of this policy while an application for a Federal Pell Grant is pending (NYS TAP, if awarded to participant, shall be used to pay training cost prior to WIOA funding), except that if such individual is subsequently awarded a Federal Pell Grant, appropriate reimbursement shall be made from the Federal Pell Grant to the Tompkins Workforce Development Board.

B. Types of Training Services [Section 134(b)(3)D]

1. Occupational skills training, including training for nontraditional employment
2. On-the-job training (OJT)
3. Incumbent worker training in accordance with subsection (d)(4)
4. Programs that combine workplace training with related instruction
5. Training programs provided by the private sector

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6. Skill upgrading and retraining
7. Entrepreneurial training
8. Job readiness training provided in combination with other services
9. Transitional jobs in accordance with subsection (d)(5)
10. Adult education and literacy activities provided in combination with other services
11. Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training

C. Individual Training Accounts (ITAs)

Training services offered through eligible providers must be offered through the use of individual training accounts or vouchers provided to eligible individuals through the Tompkins Workforce New York Career Center.

II. Local Policy

- A. The Tompkins County Workforce Development Board has established the following limits for funding.

<p>Training Costs include:</p> <ul style="list-style-type: none">• Tuition• Fees• Required Training Expenses• Supportive Services• Types of Training Services, including On-the-Job Training (OJT) <p>Maximum funding cap for Fees & Required Training Expenses is \$2,000 of the total \$9,000 funding cap. These expenses include:</p> <ul style="list-style-type: none">• Miscellaneous Fees (Including immunizations)• Required Equipment• Required Supplies• Certification Testing	<p>Funding cap not to exceed \$9,000</p>
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Commented [JMG1]: Previously Tuition and OJT cap was \$3000
Supportive Services cap was \$1500
Program Cost cap was \$2000 (including Supportive Services)
OVERALL TRAINING FUNDING CAP was \$5000

*To support participants in training, supportive services are provided. These supportive services include transportation, mileage reimbursement, bus pass or childcare. Please refer to *Supportive Services Policy* for provisions of these services.

Note: This policy will be reviewed on an annual basis and is subject to change.

- B. Training may not exceed two years in length.
- C. The Tompkins Workforce New York Career Center must ensure that training services provided with funding available for adults and dislocated workers are directly linked to occupations in demand in the local area. The Board may

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also approve training services for occupations determined to be in sections of the economy that have a high potential for sustained demand or growth in the local area. Any exceptions to this policy must be well documented and approved by the Director of the Tompkins County Workforce Development Board. Potential trainees should **not** contact the WDB for the approval of individual requests. It is the responsibility of the board to approve providers and course offerings in demand occupations, not individual participants; that is the responsibility of the Career Center staff.

- D. The Board encourages consumer choice with the understanding that the training is in a demand occupation, the provider must be on the approved list, the training is within the cap allocated or the customer has identified additional funding. It is the responsibility of the Career Center staff to assist the customer with seeking other funding sources (Pell, TAP, loans) to meet their needs. Loans should only be for ITA costs that exceed the policy limit.

III. Customer Approval Procedures

- A. Upon completion of assessment, registration, Individual Employment Plan, elements of Section I (A) 1-4 of this policy, priority of service has been determined and funding is available training can be initiated.
- B. Staff person reviews "Training Account Plan" which forms the basis for customer request for training.
- C. Staff and customer review the eligible provider list to assure provider and offering are approved. If customer chooses a provider not yet approved, see procedure explained in Section IV of this policy.
- D. Once training and provider are selected, staff person reviews demand occupation list for appropriateness of approval.
- E. Staff reviews Training Contract and creates Training Plan with customer.
- F. Staff completes Authorization for Training and Supportive Services and requests review from OET Director.
- G. After Director signs, staff reserve funds by placing amount, authorization #, name of trainee, name of provider, customer eligibility for DW or Adult funding, on WIOA Authorization spreadsheet located in Workforce folder on network or provides signed authorization to Employment and Training Clerk.

IV. Training Provider Approval

- A. In order to be eligible for approval by the Tompkins County Workforce Development Board, the provider must be registered on the NYS Provider Network at <https://applications.labor.ny.gov/ETPL/> and follow directions for "Eligible Training Providers."

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- B. Once entered, Tompkins County Workforce Development Board will receive notification of request for approval. Staff will review for completeness and relevance to demand occupations list.

V. Demand Occupations

- A. Demand Occupations approved for Tompkins County can be found at <https://dol.ny.gov/lmi-workforce-planning>

Demand Occupations are updated yearly.

VI. Priority for Training Services

- A. Priority for training services is identified in attached Priority of Service Policy.

VII. Self Sufficiency

- A. The WIOA Adult self-sufficiency definition is individual earnings of 250% of the poverty level. Updated Poverty Guidelines can be found at <https://dol.ny.gov/system/files/documents/2021/03/poverty-guidelines.pdf>

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ATTACHMENT A

PUBLIC LAW 113-128-JULY 22, 2014

128 STAT. 1527

(xi) assistance in establishing eligibility for programs of financial aid assistance for training and education programs that are not funded under this Act;

(xii) services, if determined to be appropriate in order for an individual to obtain or retain employment, that consist of-

(I) comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include-

(aa) diagnostic testing and use of other assessment tools; and

(bb) in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;

(II) development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals, including providing information on eligible providers of training services pursuant to paragraph (3)(F)(ii), and career pathways to attain career objectives;

(III) group counseling;

(IV) individual counseling;

(V) career planning;

(VI) short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training;

(VII) internships and work experiences that are linked to careers;

(VIII) workforce preparation activities;

(IX) financial literacy services, such as the activities described in section 129(b)(2)(D);

(X) out-of-area job search assistance and relocation assistance; or

(XI) English language acquisition and integrated education and training programs; and

(xiii) Follow up services, including counseling Time period. regarding the workplace, for participants in workforce investment activities authorized under this subtitle who are placed in unsubsidized employment, for not less than 12 months after the first day of the employment, as appropriate.

(B) USE OF PREVIOUS ASSESSMENTS.-A one-stop operator or one-stop partner shall not be required to conduct a new interview, evaluation, or assessment of a participant under subparagraph (A)(xii) if the one-stop operator or one-stop partner determines that it is appropriate to use a recent interview, evaluation, or assessment of the participant conducted pursuant to another education or training program.

(C) DELIVERY OF SERVICES.- The career services described in subparagraph (A) shall be provided through the one-stop delivery system-

Tompkins Workforce New York On-the-Job Training

I. **PURPOSE OF ON-THE-JOB TRAINING**

The On-the Job Training Program is designed to provide training in a specific skill area that will enable the participant involved to become a valuable and productive member of the employer's workforce. The employer has agreed to provide the necessary supervision and training. To be successful this program requires that the participant commit himself or herself to learning a skill, developing acceptable work habits and to approach this training in a dedicated and conscientious manner. The employer must be committed to providing the training and supervision. In selecting jobs for which training will be offered, consideration must be given to opportunities with a maximum potential of leading to economic self-sufficiency and upward mobility.

The reimbursement to the employer is compensation for the extraordinary costs associated with the training of participants. Some of these costs include more intensive supervision, above average material wastage, abnormal wear on tools, down time, and a lower rate of production. The OJT participant/employee is considered to be an employee on a "hire-first and train-later" basis. The participant employee must receive wages and fringe benefits equal to those similarly employed by the employer. The reimbursement is not a wage subsidy. It is a reimbursement for the extraordinary costs of training incurred by the employer in preparing the employee for successful employment. It is expected that the participant/employee will be retained on a full time basis after the reimbursement ends. It is also expected that the participant/employee will continue to receive compensation and benefits commensurate with job performance.

Current OJT Cap
Local WIOA - \$7,000 maximum total contract
NEG/OJT Cap - \$24.42 per hour

Commented [JMG1]: Previous OJT Cap
Local WIOA - \$3,000 maximum total contract

II. **OVERVIEW OF ROLE OF THE ONE STOP**

The role of the One Stop is to determine eligibility, screen and assess candidates, develop and maintain pools of OJT eligible candidates, outreach to the business community, referral, training outline development, placement into OJT positions, counseling of participants, appropriate follow up. Additionally, One Stop staff is also responsible for contract development, monitoring and authorization of reimbursement to the employer.

OUTREACH

OJT should be targeted to employers and job seekers, although different approaches will be needed for each group.

A. Broad-based outreach to employers is the most time-efficient approach, since it can reach a large number of employers and has the potential for greater volume of OJT opportunities.

- Broad-based outreach can reach employers and open up job opportunities staff might not uncover otherwise.
- Before launching a broad-based outreach strategy, the workforce development program must have a ready source of pre-screened candidates to refer.
- Business Services Reps will match job orders that are listed in OSOS with registered job-seekers. People who are matched will serve as pool of OJT candidates. Candidates will then be pre-screened and referred to employer for interview process.

B. Job Seeker-focused targeted job development may offer the best results for the job seeker, since it searches for the job that most closely fits the job seeker's specific needs and goals.

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- Targeted job development is more time-intensive for the staff, since outreach is done on an individualized basis. One Stop Staff will utilize JobZone to identify possible OJT matches and follow up with job seeker accordingly.
- Utilizing a self-referral approach, job seekers are taught how to use the possibility of OJT in the course of their job searches. This is suitable for job seekers who have good job search skills and who can learn to use OJT as another tool to secure a new job.
- Through OJT Outreach Workshops, job seekers are taught about OJT and explore how to best utilize this possibility in the course of their job searches.
- Job seekers are each given personalized letters/brochures from the program that describes OJT to a potential employer.
- Job seekers introduce this concept during the course of an interaction with an employer for a job for which the job seeker needs additional skills.
- The employer and/or job seeker contacts the business service representative to discuss the possibility of an OJT contract with the employer.
- Business services representative contacts the business to ensure the job is eligible for OJT. Staff also assesses job seeker to make sure there are training objectives or skills to be learned in the new position.
- The business services representative speaks with and later meets with the employer to draw up a training plan, taking into account the skill requirements of the position and the skills of the individual.

C. Finding potential employers

Here are several sources to use for identifying possible employers for the program:

- Previous Job Placements. Good sources of recruits for OJT are employers that have hired job seekers in the past.
- Employer workshops where information is presented regarding the advantages of using an OJT program to find and keep talent.
- Chambers of Commerce or industry organizations. Most businesses belong to the Tompkins County Chamber of Commerce or IAED, so these are good points of contact to meet employers and discuss employer-based training programs. Also Tompkins County Workforce Investment Board members can be accessed for possible OJT opportunities.

The Tompkins County Workforce Investment Board staff is responsible for monitoring the Contract and the employer responsibilities provided for under the policy.

III. Pre-Award Review

- Preliminary Review – Business Application for On-the-Job Training
Business Services Rep must have potential employers complete and sign.
- Responsibility Questionnaire - Business Services Rep must have Company complete and sign. Staff will then review responses to Questionnaire for any “yes” responses to the questionnaire. In the event of “Yes” responses to the Questionnaire, Tompkins Workforce Investment Board staff will need to be contacted for determination as to whether the “Yes” responses preclude doing an OJT.

*NEG-OJT funding is the exception see NEG-OJT section of policy

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If a business has completed a Responsibility Questionnaire within the past year all that is needed is an attestation that the information presented in the form remains true, accurate and complete. This form is attached.

- *Registration with the New York Department of State's Division of Corporations.* This search can be conducted on-line at: http://www.dos.state.ny.us/corps/bus_entity_search.html.
- Federal OSHA records. These records are found on-line at: <http://www.osha.gov/pls/imis/establishment.html>. Search under New York State only.
- *New York State Department of Labor (NYSDOL) records.* Requests for evaluation of this information should be made to OJTduediligence@labor.ny.gov using the OJT Due Diligence Request Form. The Subject Area should read "Local Area OJT Due Diligence Request – [Business Name]. The appropriate Regional Business Services Representative (Catherine Leonard) should be listed in the cc line of the requesting email. Upon receipt of the request, NYSDOL will send a confirmation email to the requesting local area. It is strongly recommended that the request be made as early in the process as possible in order to allow for a timely response. NYSDOL will provide a response to due diligence requests via email within three business days from the time confirmation of receipt is provided. Due to the confidential nature of the information in question, NYSDOL will not provide any specifics for the categories of information. Instead, NYSDOL will provide a response of "Found to be Responsible," "Issues pending," Or "Not Found to be Responsible" via email for each entity. The records to be checked will include:
 - Unemployment Insurance records.
 - WARN notices.
 - Open investigations with NYSDOL's Public Works, Labor Standards and/or Safety and Health Divisions.
 - Workers' Compensation Insurance and Disability Insurance coverage.

This review provides a snapshot of the organization at the point in time the review takes place. The information reviewed is updated on a quarterly basis. For this reason, the review is considered valid for a three-month period beginning on the date the review is completed. After, this three-month period, the organization must undergo a new due diligence review if it wishes to enter into a new contract.

Copies of all documents must be retained in a separate contract folder. The folder will need to contain all vetting documents including:

- Completed OJT Application
- Signed, Completed Responsibility Questionnaire
- Completed OJT Due Diligence Request Form
- Printed Email from the state with Responsible Determination
- Printed Search of New York Department of State's Division of Corporations Website
- Printed Search of Federal OSHA Records website

In addition, an on-site review must be conducted with the business. The review will allow staff to see where the OJT participants will be working, meet the trainee's supervisor, and gain a better understanding of the business' facility and operations. The purpose of the site visit is to determine whether the business will afford a viable on-the-job training opportunity.

IV. POLICIES AND RESPONSIBILITIES – CONTRACTS

1. Job Development

Contact public and private employers who may be interested in providing training or retraining that will lead to unsubsidized employment for the participant.

In selecting employers, staff must determine that the employer:

- A. Will be able to comply with the terms and conditions of the OJT contract and Standard Assurances.

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*NEG-OJT funding is the exception see NEG-OJT section of policy

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- B. Is not in violation of any local, state or federal labor laws.
- C. Does not have an abnormal labor condition such as a strike, lockout or similar conditions or is not suffering layoffs in occupations where the OJT training would be provided.
- D. Will have or expect to have sufficient work to provide long-term, permanent employment for the participant.
- E. Does not have a history of high labor turnover for the training occupation and can provide reasonable assurance of continuing employment for the selected participant(s).
- F. Will not be providing training in occupations where there is a surplus of available and qualified workers; or where the employer has terminated the employment of any regular employee or otherwise reduced its workforce with the intention of filling such vacancy with an OJT participant.
- G. Will not utilize the OJT Program to assist in any relocation of a business, or parts thereof, from one area to another within the United States unless such relocation does not result in an increase in unemployment in the area of original location or any other area where the employer conducts business operations. (THIS IS EFFECTIVE FOR 120 DAYS AFTER THE RELOCATION OCCURS.)
- H. Provides a job description for the position that has minimum qualifications. Jobs without minimum qualifications do not qualify for OJT.
- I. Will pay a wage, excluding tips, commissions, etc., at the end of the training that will result in an annual salary needed for the individual to raise above Tomkins County poverty level.

Additionally the staff must consider the past performance of the employer including but not limited to:

- A. Retention of previous participants who have successfully completed OJT as well as the reasons for unsuccessful contracts. To re-contract with previous employers, the employer must have had a retention rate of at least 80% of previous OJT participants, unless there are mitigating circumstances that are documented in the contract file.
- B. Review of the conformance to the terms and conditions of prior contracts including training in the occupation that the contracts were written for, adequate supervision, record keeping, vouchering, etc.

2. Preparation of Contracts

The Tompkins County Workforce Investment Board has developed contract forms that shall be completed and signed prior to the participant beginning work and after being enrolled in the program.

The contract consists of:

- A. Contract Information Sheet (Applicant Name, Address, Telephone number and FEIN)
- B. Contract
- C. Training Outline (Trainee Name, Job Title, and Wage, Training Plan Specifications)
- D. Employer Data Sheet (Supervisor Name and Title)
- E. Program Evaluation Checklist (Job Description)
- F. Terms and Conditions
- G. Debarment Certification

Both the One Stop and employer must have a signed copy of the contract consisting of A - G.

3. Contracts with Members of the Tompkins County Workforce Investment Board

As the Tompkins County Workforce Investment Board, Inc. does not approve individual OJT contracts, contracts may be

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*NEG-OJT funding is the exception see NEG-OJT section of policy

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written with a company/business where a member of the Board has a financial or personal interest, but this must be so noted.

4. Training Outline

The development of the training outline is extremely important as it describes the type and duration of the training sequence for the position. As some employers may not have developed an outline, it is important that One Stop staff provide technical assistance. As the majority of positions are "common," utilizing prior outlines may be helpful.

It is important to note that the outline must be sequential in nature and complete enough to justify the length of training and the needs of the participant. Additionally the length must directly relate to the Dictionary of Occupational Classification/ONET, and the DOT/SVP. (See "Length of Training" below.)

In completing the Training Outline, it is important to insert the number of hours of a standard work day and work week. Also the employer must identify the title of the position of the person who will provide the training and supervision for each sequential block of training. If more than one supervisor will be involved, all titles should be included. Supervision must be provided by "on-site" personnel.

Each sequence of training is computed in hours. Deviation between hours projected for each sequence is permissible as long as the total number of hours of the training is not exceeded. Complete sequential blocks of training may not be excluded unless there is prior approval of the One Stop and the contract must be modified accordingly. If as a result of a monitoring/audit activity, it is determined that one or more blocks of training has not been provided, though the contract time has been fully utilized, the amount of time allocated to the training not provided will result in a disallowed cost to the employer.

The training outline must be for skills that the participant does not currently possess. Care must be taken to review the participant's work history and documentation that the OJT training outline is for new skills that when learned are different, of greater difficulty, and/or unique to the new job and are necessary to perform the new job task. Without such documentation, a participant may not occupy an OJT position within the same occupation that the participant held previously. (See "Participant Selection" below.) A copy of the training outline must be given to the participant and is included as part of the contract.

5. Length of Training

The length of reimbursement for training will be primarily based upon the skill level of the occupation as indicated by similar job description in ONET and the "Dictionary of Occupational Title Classification," the participant's Employment Plan and the DOT/SVP Training Time Conversion Chart. Training duration will normally range from 160 to 640 hours but may be adjusted based upon the skill level and career goals of the job ready participants in the pool. Every effort will be made to develop contracts requiring minimum training. If the participant's Employment Plan reflects extraordinary obstacles to employment (severe mental/physical disabilities) the maximum duration of training may be authorized.

The maximum length of an On-the-Job contract cannot exceed six (6) months.

Excluded Occupations

Based upon information provided by the federal government (GAO Report #HRD-89-52,) the following occupations normally require training of 160 hours or less, therefore are excluded with the exception that contracts may be developed for participants who have severe educational, mental/physical disabilities which are barriers to employment and this must be documented on the employment plan. If the SVP provides for at least 160 hours, contracts for these occupations may be written:

Agriculture/farm worker	Forestry/fishing/hunting	Packer/wrapper
Assembler	Furniture mover	Parking lot attendant
Bindery/Packaging	Groundskeeper	Poultry worker
Bus/Van Driver	Hostess	Pump assembler

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Carpet Installer	Hotel worker	Roofer
Car/Truck cleaner	Housekeeper	Rug cutter
Cashier	Insulation worker	Sanitation worker
Courier/Messenger	Inventory/stock clerk	Service station worker
Custodian/Maintenance	Laborer	Sign painter
Day Care Worker/Babysitter	Landscape/Gardener	Sorter
Delivery Driver	Line assembler	Taxi driver
Dishwasher	Loading dock worker	Textile worker
Factory worker	Machine operator	Tire changer
Fence Erector	Mail handler	Waiter/waitress
File Clerk	Meat cutter/processor	Warehouse/material handler
Food service worker	Newspaper delivery	

6. **Starting Wage**

The starting wage rate for OJT contracts must be at least living wage for Tompkins County, New York of \$15.32/hr. Also the One Stop is reminded of the post program follow up performance standards. If a contract is written for laborers and mechanics involved in any construction and/or alteration (including painting or decorating projects) of buildings and which are federally assisted under the Act, the On-the-Job Training enrollees must be paid prevailing wage rates (Davis-Bacon) and this must be documented.

Commented [JMG2]: The PREVIOUS starting wage rate for OJT contracts was \$12.00/hr.

7. **NEG-OJT Contracts**

The reimbursement rate for NEG-OJT contracts will utilize the allowable waiver based on business size and is broken down as follows:

- Small businesses of 1-50 employees will be eligible for 90% reimbursement.
- Medium businesses of 51-250 employees will be eligible for up to 75% reimbursement.
- Large businesses of 251 and more employees will be eligible for up to 50% reimbursement (WIOA standard).

8. **Differing Wage Rates/Contracts**

Employer reimbursement will be at a rate of *50% of the wages paid during the duration of the training. Employer contracts with different wage rates for the same job titles with different skill levels is permissible if the following conditions are met:

- A. The employer must commit to hire the participant at the living wage of \$15.32/hr.
- B. The employer must have an objective assessment tool to measure the skill level of the participant. One Stop staff should assist if necessary.
- C. The length of training for each skill level above the entry level must be proportionately lower than the entry level.
- D. The One Stop must have a copy of the employer's assessment tool prior to or at the time of a notification of a job opening.

In the event it is determined that the employer has hired a participant into a high level position without having documentation of the assessment, the One Stop Operator shall be responsible for the difference in costs reimbursed to the employer. These costs are non WIOA reimbursable.

- E. The length of training for the higher paid training is proportionately reduced.

9. **Wage Progression**

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OJT contracts may not be negotiated with a payment that exceeds *50% of the wages paid. The employer may give the participant raises during the contract, but these must be built into the original contract.

10. Exclusion for Reimbursement

Reimbursement is limited to actual training time. Excluded costs are: paid release time for attendance at business functions, employee assistance programs, company picnics, payment for holidays, vacations, sick time, jury duty, fringe benefits, incentive or piece rate, tips, commissions, general orientations and employer specific training provided to all new hires.

11. Inclusion for Reimbursement

Reimbursement for wages of participants is allowable for attendance in job related education courses if other similarly employed employees are paid wages for this time and if the education time is included as part of the Training Outline.

12. Standard Work Week/Overtime

A standard workweek is the standard number of hours worked by the employees in the occupation that the participant is being trained for. Overtime may be computed on a daily, weekly or biweekly basis (as long compliant with DOL wage and hour rules) and is considered those hours in excess of the normal workday or week. Employers shall be reimbursed for any overtime hours but at the regular hourly rate and all overtime hours are counted against the length of training.

13. Intermittent/Seasonal/Commission/Part-Time Contracts

Training contracts shall not be approved if they are: occupations dependent upon a commission as a primary source of income, intermittent seasonal occupations, occupations requiring a license or specific examinations unless a reasonable prospect is judged to exist that the licensing/examination requirement can be satisfied, or occupations which have not traditionally required specific occupational training as a prerequisite. OJT contracts shall not be written with governmental agencies for training where the resultant occupation requires the successful completion of a competitive Civil Service examination. Contracts cannot be written for less than a full time position.

14. Current Work Force/Contracts

No more than ten percent (10%) of the WIOA projected OJT contracts may be subcontracted to any one employer, nor will any employer be permitted to train a number of trainees exceeding 33% of his/her regular, full time work force at the training site. The Tompkins County Workforce Investment Board upon written request may waive this provision. When the work force is less than four, one trainee will be permitted unless approved by the Tompkins County Workforce Investment Board.

15. Salaried Position Contracts

Contracts should normally not be written for salaried positions. If such contracts are written, it shall be the responsibility of the One Stop to convert the salary to an hourly wage and to the number of hours per week that the employee will work. Additionally, the One Stop shall require the employer to maintain time records of the employee in the same manner as is required for non-salaried employees. Reimbursement is made only for training hours, regardless of the total salary paid.

16. Computation of Reimbursement

The total number of training hours taken from the Training Outline, multiplied by the hourly wage, represents the total cost of the training. This amount is divided by two or multiplied by *50%. This figure represents the total reimbursable amount to be provided to the employer. These computations are inserted on the contract.

17. Debarment

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In addition to signing the contract, the employer must sign the Debarment form. This form should not cause any difficulties for employers as it is doubtful that most employers have been the recipient of federal grants/loans.

18. Effective Date of Contract

The responsibility for confirming the start date of the participant to the employer rests with the One Stop staff. If the participant starts work prior to receiving notification from the One Stop, the One Stop is liable for any costs.

19. Upgrades

Current employees who meet WIOA eligibility are eligible for upgrades provided they receive at least a 10% wage increase for the training and another 5% upon completion of the training. The Tompkins County Workforce Investment Board Director must approve any deviation from this.

20. Contract Monitoring

The One Stop must provide for at least monthly on-site monitoring of the employer during the duration of the contract. The One Stop must verify the accuracy of the invoice (if one has been submitted,) review of the hours worked, hourly wage and wages paid. Also the monitoring must include on-site verification of the training progress as compared to the Training Outline. Training Progress will be documented using the OJT Job Specific Competency Form. This verification must include discussion with the employer (supervisor) and participant. If in the event the training is not being provided in accordance with the outline, the contract must be amended accordingly or terminated.

It is essential that staff assigned to counseling, monitoring and approval of OJT claim vouchers are cognizant of terms and conditions of the OJT contract, potential abuses of the program and the administrative and fiscal systems. Common abuses include, but are not limited to:

- Payment for time when training did not occur.
- Participant not on payroll.
- Training not provided for in accordance with training outline.
- Hiring before training started.
- No supervision of the trainee.
- Refusal to hire at the end of the OJT contract.
- Non-payment of wages/fringe benefits.
- Non-completion of contracts.
- Training of individuals previously employed by the employer.

21. Employer Reimbursement

Reimbursement to the employer is based upon actual work/training time of the participant, not exceeding 40 hours per week (see Overtime and Exclusion above.) Each employer must have a daily time record noting actual hours worked/trained. Payment is not reimbursed for paid meal periods. Employers shall use the OJT Daily Time Record to record training hours. Both the supervisor and the participant must sign the OJT Daily Time Record. Reimbursement will not be made without these signatures. The frequency of reimbursement is based upon the OJT contract. To claim reimbursement, the One Stop staff will utilize the OJT Reimbursement Voucher form. The One Stop staff must review time records and all reimbursement forms prior to payment

22. Participant Evaluations (Non-Competency)

As part of the contract, the employer agrees to evaluate the progress and job performance of the participant. The employer may utilize his/her own evaluation tool or the Work Maturity Competency Form. It is recommended that the participant be evaluated at least two times during the training period. Evaluations may occur in conjunction with counseling visits if the employer and One Stop agree. In the event the evaluation indicates that the training outline is inappropriate, the contract should be amended accordingly.

V. PARTICIPANT SELECTION

*NEG-OJT funding is the exception see NEG-OJT section of policy

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Board Approval:

Assessment and the development of the Employment Plan is extremely important in selecting which participants should be candidates for OJT. Additionally as important is the fact that the documentation provided on the Employment Plan is utilized to develop the Training Outline and the length of the OJT contract. In selecting candidates for the program, the following steps must be completed:

- A. The individual must be verified eligible for WIOA.
 - B. The individual must be tested/assessed and the results documented on the Employment Plan.
 - 1. Individuals must have a skills gap assessment utilizing JobZone/O-Net Skills Survey module. The portion of the survey most relevant is the Detailed Work Activities (also referred to as the Job Duties) which the customer uses to self-attest to his/her ability to perform the activities required of the target occupation. To meet the JobZone requirement of the OJT program, the One Stop must at a minimum, follow the steps below:
 - a. Have customers fill out the Skills Survey (or fill out the survey with the customer if the situation call for it). To start the survey, click on the "List Prior Jobs" button. For OJT purposes, customers should select the target occupation on the first screen of the survey, not their past occupations as the instructions indicate.
 - b. On the work Activities/Duties screen customers should check off all activities they've performed at a professional level.
 - c. The remaining unchecked activities become the basis of the training plan, as they are required of the target occupation but the customer indicates a lack of ability to perform them. This screen should be printed and retained in the customer's file as record that the JobZone skills assessment has taken place.
- More detailed instruction on the use of JobZone are provided at
http://www.labor.ny.gov/workforcenypartners/PDFs/OJT_NEG_2_Atta.pdf
- C. An Assessment and Employment Plan must be completed and must provide:
 - 1. History of prior training/work experience, including but not limited to vocational/occupational classes, employer sponsored seminars, classes and training received in the military, work experience must include the type of work performed, the industry in which it was based, the duration of the employment and how recently employment occurred.
 - 2. Documentation of the types of skills that the participant possesses as well as deficient skills.
 - 3. Documentation as to what occupation(s) is/are suitable for the participant, based upon the assessment and Employment Plan findings and the types of training that are appropriate.
- This information must be utilized in developing the Training Outline. Training cannot include previously learned skills unless a significant lapse of time has occurred where updating of skills/education is required.
- Only individuals with disabilities, mentally or physically handicapped persons or clients who lack basic skills or who have an unstable work history should be assigned to low-skill entry-level jobs. The rationale for such training should be expressed in the participant's Employment Plan.
- After a participant is placed, the One Stop is responsible for counseling and follow up. As part of the counseling, staff must review the training and compare it to the Training Outline.

Rev. November 2021
Board Approval:

VI. CONTRACT MODIFICATION

When training cannot be completed in the timeframe specified on the contract, due to training time missed by the participant, a modified contract must be completed with the One Stop in order to extend the date of the contract.

The employer must contact the One Stop office if it is realized the Training Outline will not be completed during the specific timeframe on the contract. If all the activities on the contract cannot be taught or hours assigned to each activity will not be completed, the Training Outline must be modified to reflect the training provided to the participant. Modification of the Training Outline must be completed during the contract period and cannot be modified after the contract end date. Activities not taught will not be reimbursed.

VII. QUESTIONS AND ANSWERS

It is understood that questions relative to the On-The-Job Training Program will be raised by the One Stop staff who are not addressed in these policies. Contact WIB Staff for clarification.

VIII. EFFECTIVE DATE

Revisions to this policy become effective on the date of Tompkins County Workforce Development Board approval.

Transitional Jobs Policy

I. Overview of Transitional Jobs

Transitional Jobs is one strategy for individuals to receive workforce preparation funded through the Workforce Innovation and Opportunity Act (WIOA). § 680.195 LWDA may use up to 10% of combined total of adult and dislocated worker allocations for transitional jobs and must be combined with comprehensive career services and support services.

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 who are chronically unemployed and/or have an inconsistent work history.

Transitional Jobs are designed to enable an individual to establish a work history, demonstrate work success, and develop the skills that lead to unsubsidized employment.

Transitional Jobs is a practical workforce strategy that uses time-limited, wage-paying jobs that combine real work, skill development, and supportive services, to transition participants to the labor market and to reinforce skills learned in a classroom setting.

II. Identification of Potential Businesses

Businesses eligible as Transitional Job Sites must meet the following criteria:

1. The business must provide information, including their Federal Employer Identification Number, to demonstrate they are a legitimate employer with full-time employees and are conducting their business at an appropriate worksite.
2. The business must comply and agree to follow all local, state and/or federal labor laws to participate in the program.
3. The business must provide a working environment, which conforms to federal and state health and safety standards.
4. They may not have relocated, either in whole or in part, if such relocation resulted in the loss of employment for any employee of the company at the original location, until the company has operated at the location for 120 days.
5. An on-site review will be conducted with the business that will function as the worksite. This review will allow staff to see where the participant will be working, meet the trainee's supervisor, and gain a better understanding of the business' facility and operations. The site visit may also determine whether the employment opportunity will afford a viable on-the-job training opportunity.
6. Presently employed workers cannot be fully or partially displaced by a Transitional Job participant, including a partial displacement such as a reduction in hours, wages, or employment

benefits.

7. Previous employees and immediate family members of the business may not be placed in a Transitional Job at that site.

III. Identification of Training Candidates

Transitional Jobs participants must meet the current eligibility criteria as defined by the Workforce Innovation and Opportunity Act under its current definitions. The individual must receive an Employment Plan. The potential trainee should also express an interest in the area of work and the ability and willingness to learn and/or perform the skills outlined in the job description. They must be “chronically unemployed” or have an “inconsistent work history. An individual is considered to be “chronically unemployed” or to “have inconsistent work history” if the individual has sporadic, problematic and inconsistent work histories within the last two or more years prior to engaging in the program, based on factors such as the date of last employment, types of skill and wage levels for past jobs, the number of jobs the individual has held within the past two years, the types of prior employment history (contract, temporary, permanent, etc.).

IV. Occupational Requirements

The following guidelines will determine whether a position may be considered a suitable employment opportunity for Transitional Jobs:

1. A detailed job description must be provided by the business outlining the required skills and education for the position. If necessary, Tompkins Workforce New York staff will assist with the development of the job description using resources such as O*Net (www.onetonline.org).
2. Transitional Jobs funding cannot be used to fund commission-based positions.
3. The position must not include political or religious activity.

V. Composition of the Transitional Jobs Agreement

The Transitional Jobs agreements will include, among other information, the following components:

1. Business Name, Address, Telephone number and FEIN
2. Contact name and title
3. Supervisor name and title (if different)
4. Job description
5. Start and end dates, hours, and pay
6. Responsibilities of all parties

VI. Duration and Wages

Participants will be paid a living wage for Tomkins County, New York currently at \$15.32/hr and will be employees of Tomkins County for the duration of the agreement.

Commented [JMG1]: Previously minimum wage

The maximum length of Transitional Jobs agreement will be 24 weeks up to 480 hours (whichever is shorter) and the minimum of 20 hours and the maximum hours per week is 35 to 40.

Commented [JMG2]: Previously up to 8 wks and 200 hrs

A business may hire the participant upon completion of the transitional job assignment, or before. An On-the-Job Training may be considered for participants offered on-going employment and lacking the necessary skills to perform the job.

VII. Monitoring

1. Monitoring visits will be made to the work site to assess the participant's progress and insure that the terms and conditions of the agreement are being met. The participant's progress will then be noted in the Comments section of OSOS.
2. Phone and email monitoring may also be conducted throughout the agreement period. This monitoring will preferably occur with both the business representative and the participant. Progress will then be noted in the Comments section of OSOS.
3. A formal Progress Report that evaluates both the Job Specific and Work Maturity skill is required upon completion of the Transitional Job experience if the participant is not hired for on-going employment. It is preferable this report be reviewed by supervisor with participant prior to the experience ending.

VIII. Exceptions

1. Transitional Jobs are being offered when funds are available and will be suspended once funds are exhausted. This policy may be changed at any time with little or no notice.

Revised November 8, 2021
Board Approval:

Tompkins County Workforce Investment Board

Needs Related Payments Policy

§ 680.930 Needs-related payments provide financial assistance to participants for the purpose of enabling them to participate in training and are a supportive service authorized by WIOA sec. 134(d)(3).

Unlike other supportive services, in order to qualify for needs-related payments a participant must be enrolled in training. Contingent on available funding a stipend of \$125.00* per week (or actual UI rate, whichever is LESS) will be available to all participants on a bi-weekly basis while in school full time for a maximum of 52 weeks not to exceed \$9,000 if they meet the following:

Commented [JMG1]: Previously, this policy was in place, did not have a cap and was not used due to lack of funding.

Adults

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- Unemployed, or low-income (eligible for or receiving Public Assistance)
- do not qualify for, or have ceased to qualify for UI; and
- are enrolled in a program of training services
- family income (based on family-size) does not exceed 250% of the poverty level.

Dislocated Workers

-

- unemployed; or low-income (eligible for or receiving Public Assistance) and
- have ceased to qualify or did not qualify for UI or TAA; and
- were enrolled in a program of training services by the end of the 13th week after the most recent layoff that resulted in Dislocated Worker Status; and
- family income (based on family-size) does not exceed 250% of the poverty level.

Clarification to Policy

1. 1. Semester breaks of 14 days or less

Customers eligible for needs-related payments shall be paid for school breaks¹⁽¹⁾ lasting 14 weekdays or less with no obligation on their part.

¹⁽¹⁾ School breaks are defined as Spring Break, Winter/Christmas Break, etc. and the period of time between Fall and Spring; Spring and Summer; and Summer and Fall semesters. Under no circumstances will customers be allowed to collect needs-related payments over the summer if they are not attending classes.

Revised November 8, 2021
Board Approval:

2. 2. Semester breaks of 15 days or more

Customers eligible for needs-related payments shall be paid for school breaks lasting 15 weekdays or more if they are in compliance with bi-weekly employment-related activities designed and monitored by Workforce Development Specialists.

Tompkins County Workforce Development Board WIOA YOUTH Exit & Follow-Up Policy

Purpose

The purpose of this policy is to establish guidelines for program staff in providing follow-up services to youth program participants in a 12-month period following their program exit.

Background

Per WIOA 20 CFR 681.580 – Follow-up services are critical services provided following a youth’s exit from the program to ensure the youth is successful in employment and/or postsecondary education or training. A youth’s exit date should reflect the date when the last program element (activity or service) was provided to the youth. Follow-up services may begin immediately following the last expected date of service in the Youth Program and should be provided for a minimum of 12-months post-exit.

Policy

All youth participants must be offered an opportunity to receive follow-up services that align with the youth’s Individual Service Strategy. All youth enrolled in the Tompkins County WIOA youth funded programs must be provided with follow-up services for a minimum of 12 months unless the participant declines services, or if the participant cannot be located or contacted after **at least three (3) consecutive** contact attempts.

Youth who are considered “successful” exits or youth who have lost contact should be exited with “Exited After 90 Days” reason in OSOS. Exceptions to this are youth who are “Institutionalized” (i.e. incarcerated, in-treatment rehab, etc.), “Health/Medical”, “Deceased”, or “Reservist Called to Active Duty”. All youth exited with reason “Exited After 90 Days” selected in OSOS are eligible for Follow-Up Services and should complete a **“Tompkins County WIOA Youth Follow-Up Packet” (Attachment A)** with their Counselor. Youth will have an option to enroll in or decline follow-up services. There will be a section the Counselor may complete if the youth is “Unavailable”.

Youth who choose to enroll in Follow-Up Services are required to provide their contact information, three (3) alternative personal contacts (i.e. emergency contacts, immediate family members, roommates, etc.) along with current employer or training information if applicable and should be informed that the Counselor will be retaining contact with them over a 12-month period following the youth’s exit date. Follow-up services begin immediately following the youth’s exit date (i.e. Exit Date 6/1/19, Follow-Up starts 6/2/19).

WIOA funds which may be spent directly on youth in Follow-Up include incentives and supportive services, following the guidelines set forth in the LWDB’s Incentive Policy and Supportive Services Policy.

Follow-Up Services may include regular contact with the youth participant’s employer, including assistance in addressing work-related problems that arise. Follow-up services for youth may also include the following youth program elements:

- 1.) Supportive Services: *following Tompkins County's Supportive Services policy*
- 2.) Adult Mentoring
- 3.) Financial Literacy Education
- 4.) Services that provide Labor Market and Employment Information about in-demand industry sectors or occupations in the local area, such as career awareness, career counseling, and career exploration services
- 5.) Activities to support the Transition to Postsecondary Education and Training, including academic support, regular contact with the youth participants' academic advisor to address education related problems that arise, career counseling and remediation.

When these services are provided as Follow-Up Services, a case note in OSOS "Comments" button will be made to identify these services as Follow-Up Services and will be funded under "SERVICES" as a Follow-Up Service. Performance Measures required in Follow-Up period include: being employed or in education/training in the 2nd and 4th Quarters after Exit and recording Median Earnings in the 2nd Quarter after exit. These should be recorded in OSOC in Employment Outcomes, Training Outcomes, and Comments Section.

Procedure

1.) Upon enrollment in the WIOA Youth Job Link Program, Youth will complete a follow-up form that will provide a phone number, email address, and names of up to three additional contacts (e.g. employers, relatives, and/or educational/training organization staff) who can be contacted for information regarding the youth if the youth is not reachable. See **Attachment A** for follow-up contact form document.

Attachment A should be reviewed and updated as needed.

2.) Prior to exiting the WIOA Youth Job Link Program, the follow-up procedure will be reviewed by the Youth with staff and **Attachment A** will be updated to reflect any changes. Staff and Youth will discuss and decide on appropriate follow-up services. Youth may opt to "Decline Follow Up Services" at this time.

3.) Should the Youth exit without reviewing procedure with staff (i.e. exit due to loss of contact, incarceration, medical, etc.), staff will need to utilize contact information as last documented in their efforts to regain or maintain contact with youth. See "REFUSAL/LOSS OF CONTACT" clause below.

4.) Follow-up services can start immediately after an Actual End Date has been entered for the last open service on the Youth's record in OSOS **and** there are no planned future services. Exit date will be generated by OSOS 90 days from the last day of service. Follow-Up Services must be entered in OSOS as "Follow-Up" in the "Program Service Type" field.

5.) CONTACT EFFORTS:

a.) In providing follow-up services, staff must contact the Youth, or if the Youth cannot be reached, must contact the "alternative contacts" identified by the Youth on Attachment A, in order to discuss the Youth's progress in employment and education. Contact attempts must occur following the schedule listed below (section 5b). Contact can occur via phone (call and/or text), email, in-person, or via social media. Attempts to reach a youth must be documented under OSOS

case notes “Comments”. All efforts to reach a youth must be exhausted before sending a Final Notice Letter (see Section 7 “Refusal/Loss of Contact”).

Note: If the Youth contacts the Staff, and they receive follow-up services outlined in this policy, this will count as follow-up and should be entered in OSOS as a “Follow-Up” case note and as a “Follow Up Service” in the “Services” tab.

b.) Contact should be attempted on the following schedule:

- ✓ During the first three (3) months after youth exits program, staff should attempt to contact the youth every two (2) weeks (i.e. every other week). If the youth cannot be reached, contact efforts should also be made with each alternative contact.
- ✓ During months four through twelve (4-12) after Youth exits program, staff should attempt to contact Youth one (1) time per month. If the youth cannot be reached, contact efforts should also be made with each alternative contact.

Note: Please refer to Procedure Section 7 (Refusal/Loss of Contact) below for instructions on what to do in the event that youth are unable to be located.

Note: OSOS can be used to assist staff in setting reminders to contact Youth. Reminders can be scheduled using the “Next Contact Date” option on the Services tab in OSOS. In addition, staff should create a case note using the “Comments” button when entering a follow-up service that includes the next date that staff will attempt to contact the Youth.

6.) If staff contacts Youth and the Youth reports no need for follow-up services during that contact, this should be fully documented as a case note in OSOS “Comments”; however, no funded follow-up service activity can be put in the “Services” section, as no actual services were provided. Follow-up Services should continue to be offered following the schedule above to continue to monitor the Youth’s status and needs.

7.) **REFUSAL/LOSS OF CONTACT:** Staff may end a Youth’s follow-up services in less than twelve (12) months if the staff is unable to contact the Youth for **three (3)** consecutive attempts as outlined in above schedule (Procedure Section 5), or if staff receives **one (1)** rejection from the Youth (either in completing their paperwork during a planned exit, or via contact attempts made following the follow-up procedure steps).

Upon **three (3)** consecutive contact attempts, a “Final Notice” Letter will be sent to the youth via both an email and mailing address to establish loss of contact clause has been initiated and the youth will no longer be receiving follow up services, with instructions for what to do should they wish to re-enroll. (See Attachment B).

Contact dates and information must be entered as case notes in the OSOS “Comments” button to show that the contact policy threshold was reached or that the Youth declined to receive additional services during the follow-up period.

8.) EXEMPTIONS/EARLY TERMINATION:

WIOA EXEMPT: Not all Youth exiters are required to be provided with Follow-Up Services. The following reasons are exclusions from performance measures that do not require follow-up of the Youth. The reason for the exclusion **must be** documented in OSOS “Comments” button as case notes. A Youth may be exempt from or not need follow-up services if the Youth is:

- a.) Incarcerated/Institutionalized: The participant exits the program because they have become incarcerated in a correctional facility or have become a resident of an institution or facility providing 24-hour support, such as a hospital or treatment center, while receiving services as a participant
- b.) Deceased: participant is deceased
- c.) Medical Treatment: participant exits the program because of medical treatment and that treatment is expected to last longer than 90 days and precludes entry into unsubsidized employment or continued participation in the program
- d.) Reservist Called to Active Duty: participant exits the program because they are a member of the National Guard or other reserve military unit of the armed forces and are called to active duty for at least 90 days.
- e.) Foster Care: participant is in the foster care system (45 CFR 1355.20(a) definition) and exits the program because they have moved from the local workforce area as part of such a program or system

References: 20 CFR 681.580; TEGL 21-16, TEGL 10-16 Change 1

Tompkins County WIOA YOUTH Job Link Follow-Up Services Packet

Youth: _____ NY#: _____

Counselor: _____

WIOA Youth Exit Date: _____ Follow-up Start Date: _____

Circle 2nd and 4th Quarters after exit:

Jan Feb March

April May June

July August Sept

Oct Nov Dec

_____ I would like to enroll in WIOA Youth Follow-up Services and maintain contact with the Youth Counselor throughout the next 12 months. I understand by enrolling in Follow-up Services, I can continue to receive approved assistance with work and training related needs and earn incentive cards. I understand I must provide the Youth Counselor with reliable and updated contact information. I also understand I can opt out of Follow-up Services at any time by notifying my Counselor or failure to maintain contact with the youth counselor will result in my follow-up services being terminated.

_____ I would NOT like to enroll in WIOA Youth Follow-up Services and maintain contact with the Youth Counselor throughout the next 12 months. I understand by NOT enrolling in Follow-up Services, I can NOT continue to receive approved assistance with work and training related needs or earn incentive cards.

_____ Youth Unavailable Reason: _____

Please fill out all information below

Youth's Current Contact Information:

Phone #: _____ Cell House Other: _____

Voice Mail Set-up: Yes No Texting OK: Yes No

Email Address: _____

How Often Email is Checked: _____

Mailing Address: _____

I give permission to the contacts listed below to provide information on my personal history and current/future status to include: medical, family, legal, employment, financial, and current address/phone information. Initial: _____ Date: _____

Alternative Contact #1: _____

Individual's Name: _____ Relationship to Youth: _____

Phone #: _____ Voicemails OK: Yes No Texting OK: Yes No

Email Address: _____

Alternative Contact #2: _____

Individual's Name: _____ Relationship to Youth: _____

Phone #: _____ Voicemails OK: Yes No Texting OK: Yes No

Email Address: _____

Alternative Contact #3:

Individual's Name: _____ Relationship to Youth: _____

Phone #: _____ Voicemails OK: Yes No Texting OK: Yes No

Email Address: _____

Current Employer Information:

Employer: _____ Supervisor: _____

Current Position: _____ Phone #: _____

Start Date: _____ Hours per week: _____ Hourly Wage: _____

Current Education/Training Information:

Provider: _____ Contact Person: _____

Phone #: _____ Start Date: _____ Expected End Date: _____

Type of Schooling/Training: _____

Hours per week: _____

Any additional employment goals over next 12 months:

Any additional education/training goals over next 12 months:

Youth's Signature: _____ Today's Date: _____

Counselor's Signature: _____ Today's Date: _____

Provide youth with copy of this packet

2nd Quarter Employment Information:

Today's Date: _____

Employer: _____ Start Date: _____ End Date: _____
City: _____ State: _____ Zip: _____ Phone #: _____
Wage: _____ Wage Unit (Hourly, Weekly, etc.): _____

Related Services: _____

2nd Quarter Education/Training Information:

Today's Date: _____

Category: *Postsecondary Education or Occ Skills/Advanced Training*

Type: *HSE or Continuation of Alternative School*

Enrollment Date: _____ Completion Date: _____

Attainment Status: *In Process no intended Credential In Process intended Credential*

Completed attained intended Credential Completed did not attain or intend Credential Incomplete

Major/Program: _____ Deg/Cert/Cred: _____

School/Institute: _____ Hours per week: _____

Skills Gain: *Lit/Num Gain (HSE students only) Postsecondary Transcript*

Training Milestone Skills Progression

4th Quarter Employment Information:

Today's Date: _____

Employer: _____ Start Date: _____ End Date: _____
City: _____ State: _____ Zip: _____ Phone #: _____
Wage: _____ Wage Unit (Hourly, Weekly, etc.): _____

Related Services: _____

4th Quarter Education/Training Information:

Today's Date: _____

Category: *Postsecondary Education or Occ Skills/Advanced Training*

Type: *HSE or Continuation of Alternative School*

Enrollment Date: _____ Completion Date: _____

Attainment Status: *In Process no intended Credential In Process intended Credential*

Completed attained intended Credential Completed did not attain or intend Credential Incomplete

Major/Program: _____ Deg/Cert/Cred: _____

School/Institute: _____ Hours per week: _____

Skills Gain: *Lit/Num Gain (HSE students only) Postsecondary Transcript*

Training Milestone Skills Progression

Attachment B

[INSERT PROVIDER LETTER HEADER HERE]

Dear [PROGRAM PARTICIPANT]:

Hello! We have been trying to reach you in order to offer you Follow-Up Services for the [INSERT PROGRAM NAME HERE] program. Follow-up Services allow program participants to continue to receive approved assistance with work and training related needs and earn incentive cards for their efforts.

When you started our program, you expressed interest in the following goals [list participant goals here]. You have worked hard at achieving these goals – and we are here to help you continue!

You are welcome to contact us at any time! Should you desire to continue to receive services from the [PROGRAM NAME], please contact us at: [phone, email, website, social media, etc.] and we will be happy to get started with you again. If we do not hear from you, we will take that to mean that you are no longer interested in participating in our program.

We wish you all the best in your continued efforts.

Sincerely,

Provider Staff Name/Contact



Tompkins County Workforce Development Board

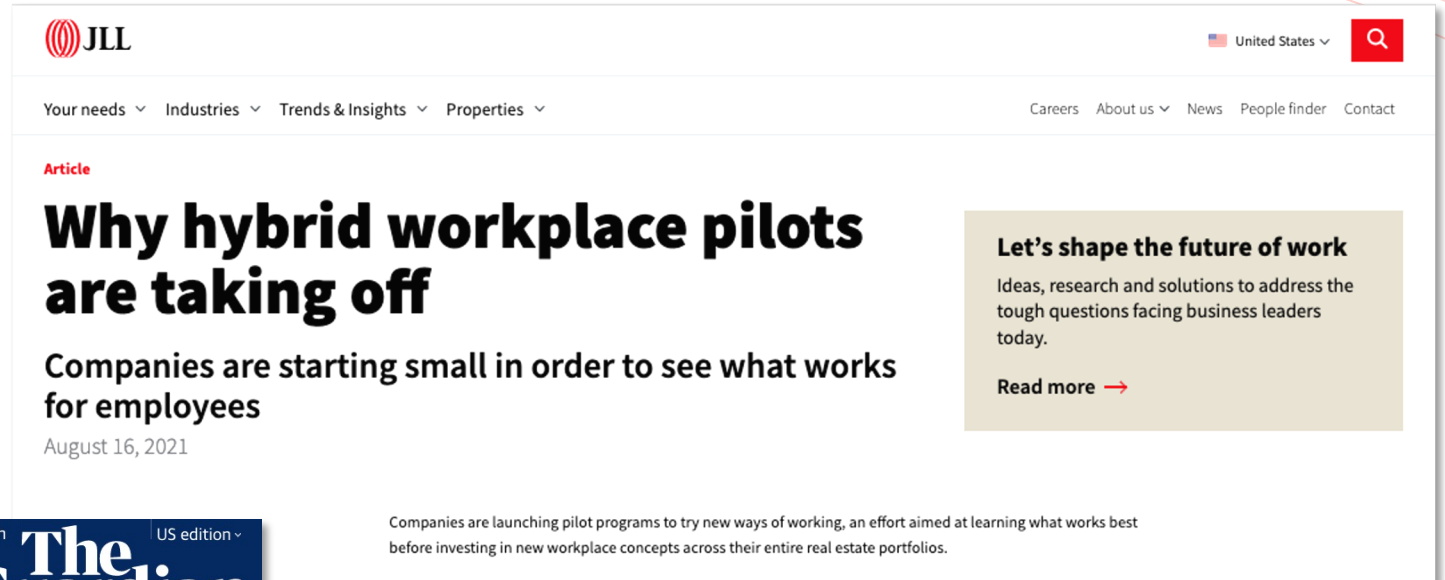
■ Real Estate Briefing: 12.14.2021


Real
Estate

P
L
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C
E

Work-
force

Trends



JLL United States 

Your needs ▾ Industries ▾ Trends & Insights ▾ Properties ▾ Careers About us ▾ News People finder Contact

Article

Why hybrid workplace pilots are taking off

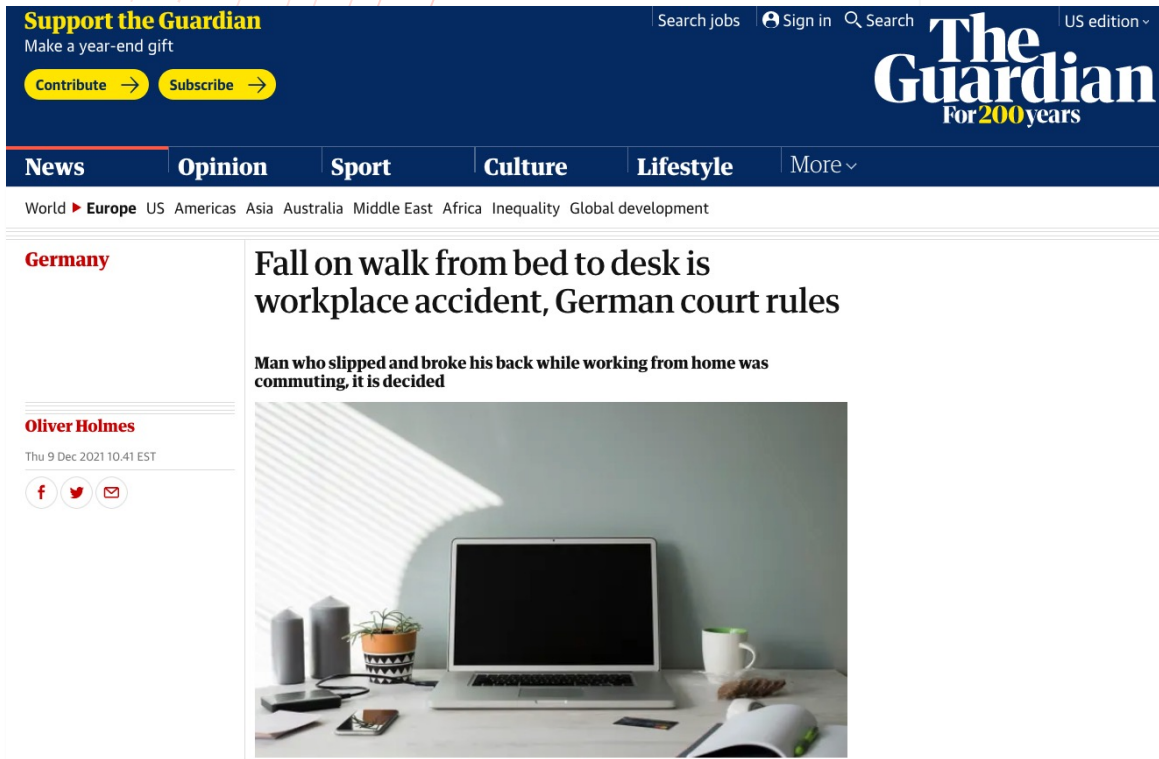
Companies are starting small in order to see what works for employees

August 16, 2021

Let's shape the future of work
Ideas, research and solutions to address the tough questions facing business leaders today.

[Read more →](#)

Companies are launching pilot programs to try new ways of working, an effort aimed at learning what works best before investing in new workplace concepts across their entire real estate portfolios.



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World ▶ **Europe** US Americas Asia Australia Middle East Africa Inequality Global development

Germany

Fall on walk from bed to desk is workplace accident, German court rules

Man who slipped and broke his back while working from home was commuting, it is decided

Oliver Holmes
Thu 9 Dec 2021 10:41 EST




Trends


Sections ☰ *The Washington Post*
Democracy Dies in Darkness

Business

4.2 million Americans quit their jobs in October as workers continued to search for better opportunities

The elevated number of resignations is part of the economic disruption that continues almost two years after the coronavirus pandemic began.

 [Listen to article](#) 4 min




A photograph showing a woman with dark hair smiling behind a counter. In the foreground, a sign reads "HIRING TODAY" with "22" and "ON-SITE" visible. The sign also lists "WEST HOLLYWOOD CHAMBER OF COMMERCE", "3030 SANTA MONICA BLVD", and "WEST HOLLYWOOD, CA 90069". The website "www.TREESTONSECURITY.COM" is at the bottom. There are stacks of papers or resumes on the counter.

The Atlantic Sign In [Subscribe](#)

The Great Resignation Is Accelerating

A lasting effect of this pandemic will be a revolution in worker expectations.

By Derek Thompson



Tom Sibley / Getty

A photograph of an empty office space with rows of cubicles. The cubicles have light-colored walls and yellow partitions. There are desks with chairs inside each cubicle. The office has large windows in the background, letting in natural light.

Trends

Consumer prices rose at the fastest pace since 1982.



Abdul Batin, owner of 99 Cents Pizza of Utica, plans to rebrand his Brooklyn pizza store as "\$1.50 Pizza of Utica." Jeanna Smialek/The New York Times

Trends

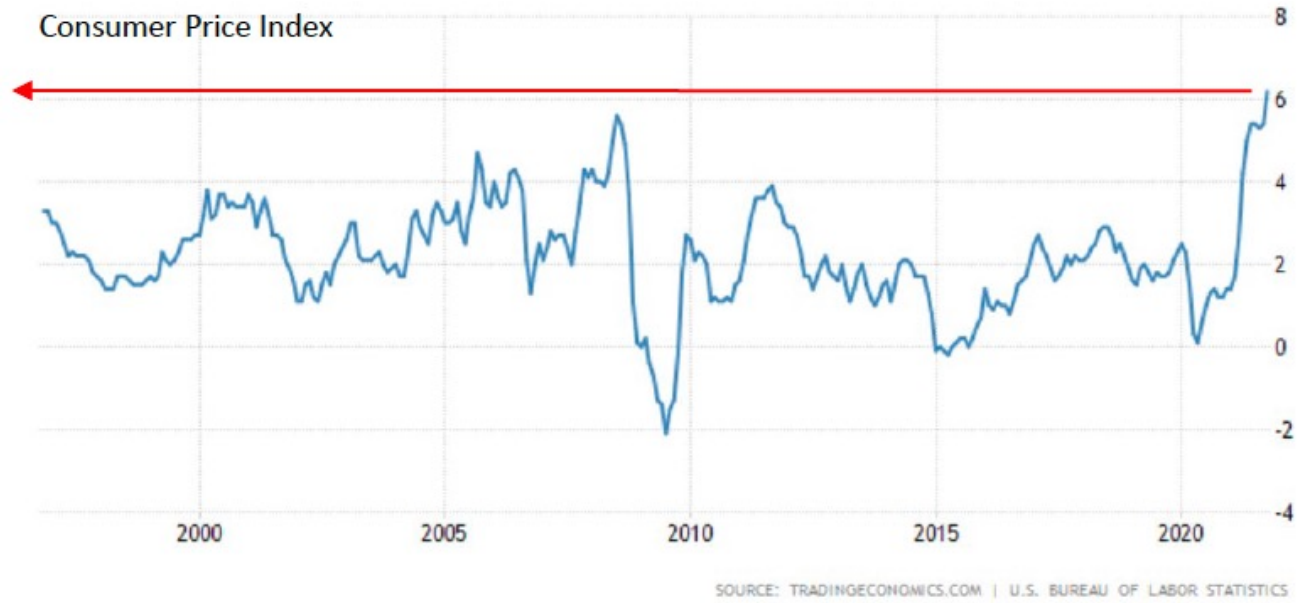
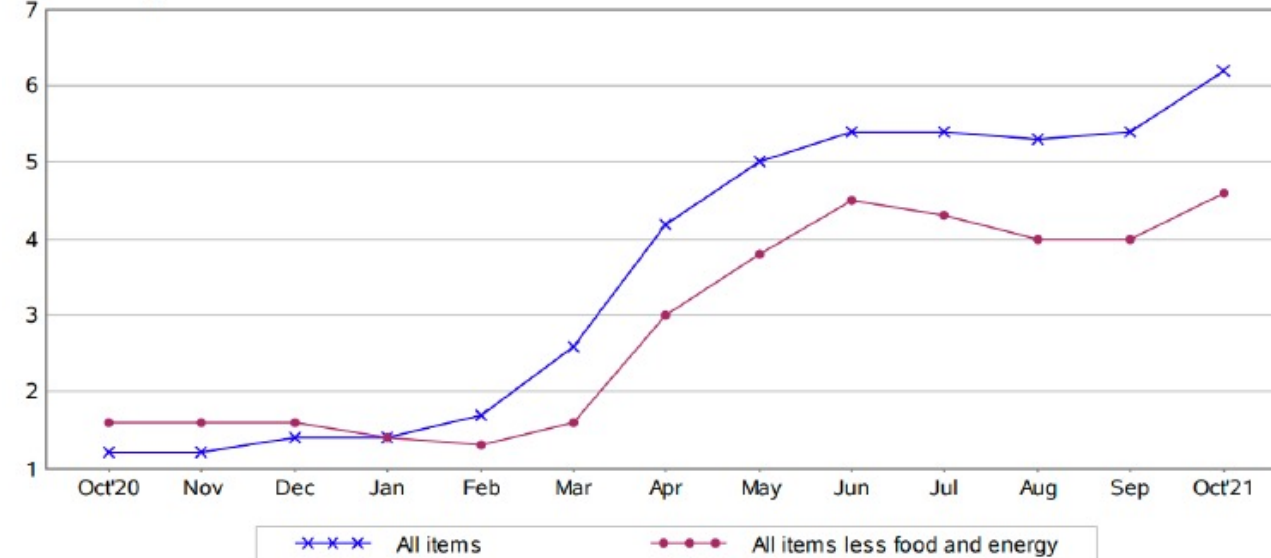


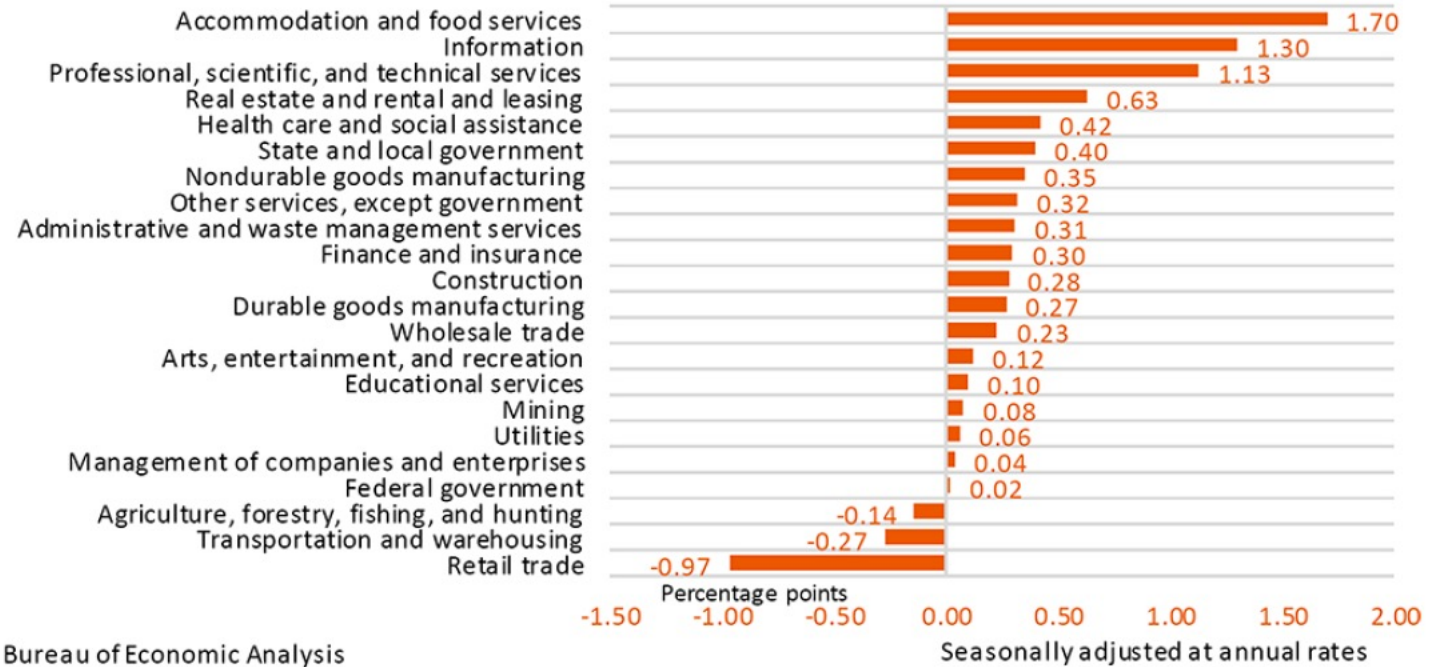
Chart 2. 12-month percent change in CPI for All Urban Consumers (CPI-U), not seasonally adjusted, Oct. 2020 - Oct. 2021



Retail

Contributions to Percent Change in Real GDP by Industry Group, 2021:Q2

Real GDP increased 6.7 percent



Retail



Service-focus
Multi-purpose places

Retail

VOGUE

FASHION BEAUTY CULTURE LIVING RUNWAY THE GET VIDEO GOOD MORNING VOGUE

SaksWorks Imagines Everything You Can Do—Eat, Stretch, Work, and Work Out—From Your Favorite Department Store

BY STEFF YOTKA
August 17, 2021



Service-focus
Multi-purpose places

Office

The New York Times

What Will Happen to All the Empty Office Buildings and Hotels?

Commercial real estate has been hit hard by the pandemic, but there are plans to convert some of the now-empty spaces into apartment buildings.

Adjusting to WFH, Hybrid

Performing well: Class A, near transit, walkable, highly-amenitized assets

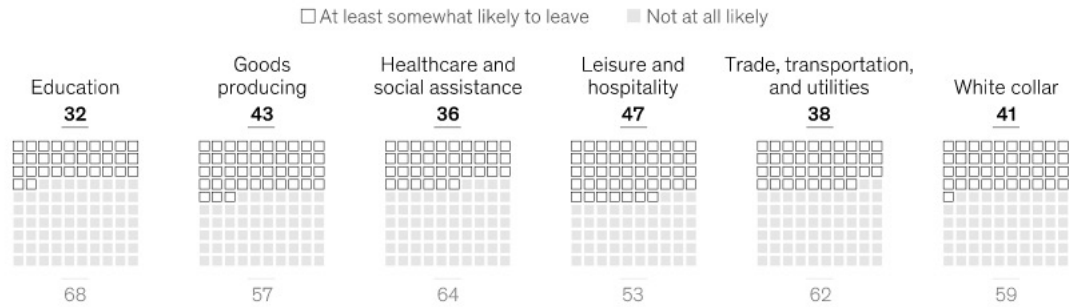
Flexibility, health + wellness, safety are key

What kind of place will my employees want to go-to daily?

Likelihood that employees will leave their current job in next 3–6 months, % of respondents



Share of respondents who are at least 'somewhat likely' to leave their current job in next 3–6 months, by industry, %



Note: Survey encompassed Australia, Canada, Singapore, United Kingdom, and United States (n = 4,924).

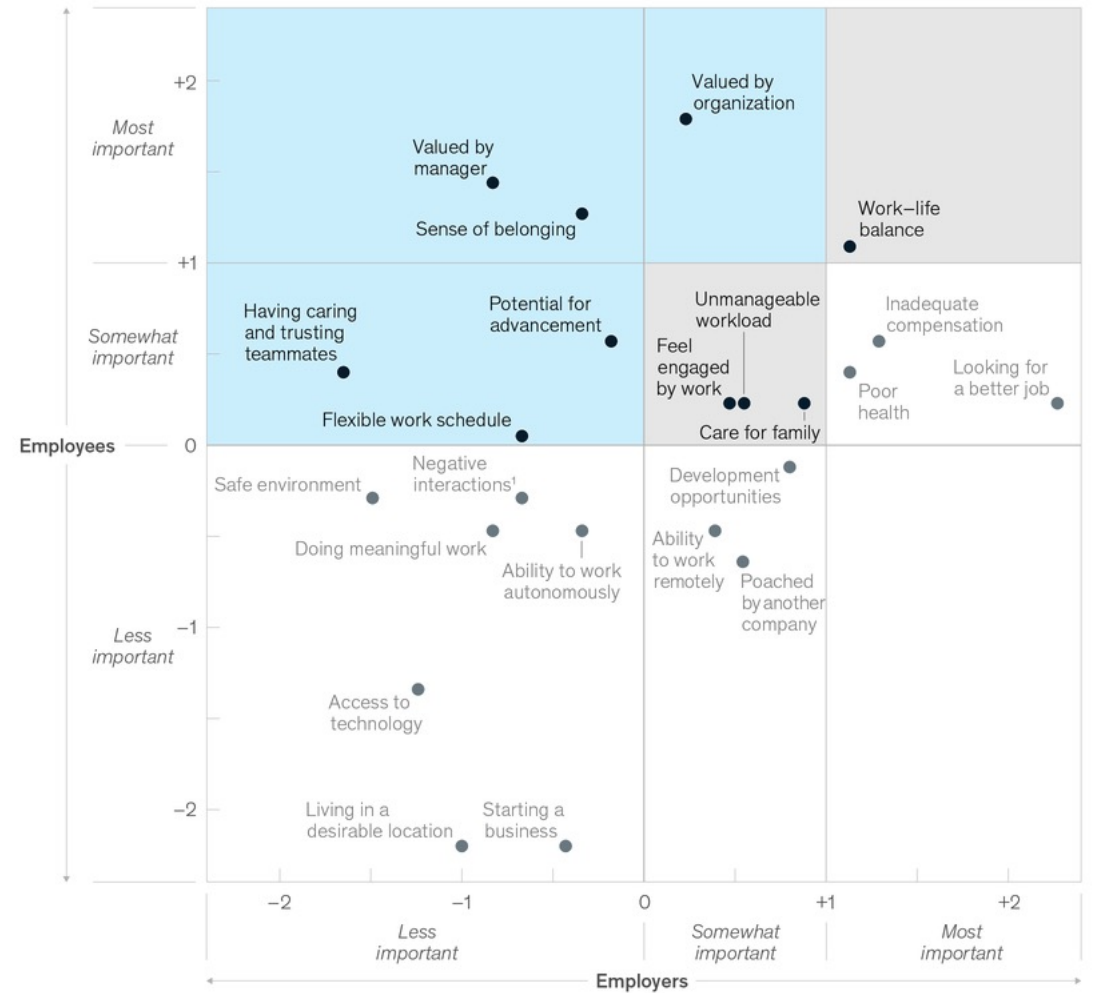
Employers do not fully understand why employees are leaving.

Factors that are important to employees versus what employers think is important

Employee views Employer views

► **Employers seem to overlook the relational elements** that are key drivers for why employees are leaving, such as lack of belonging or feeling valued at work.

More important to employees than employers appreciate As important to employees as employers think



Office

Moments and experiences employees really want



Source: Cushman & Wakefield, *Strategic Consulting*

How can *place* create meaning, happiness, belonging, sense of value?

Residential

Student



Senior Housing



Rental, Multifamily



SFH/Home Ownership



Affordable

