

WDD PROGRAM GUIDE

CHAPTER 6

Business Services Unit

Overview

Introduction

Chapter 6 of the Workforce Development Department (WDD) Program Guide provides resource information and guidelines to assist WDD staff in providing quality business services and in engaging businesses in:

- Avoiding layoffs through an incumbent worker-training program,
- Layoff aversion strategies, or
- The event of layoffs assists workers to quickly re-enter the workforce through rapid response services.

This chapter contains information regarding WDD's Business Services Unit (BSU), services to employers, finding job postings, On-the-Job Training (OJT), Rapid Response (RR) Assistance, Labor Market Information (LMI), and tax credit information.

References

This handbook chapter contains mandates and guidelines stated in:

- WIOA regulations, signed into law in 2014,
- The Code of Federal Regulations (CFR), Title 20 Part V and Part VI,
- State directives received from the Department of Labor (DOL), and/or Employment Development Department (EDD) as outlined in the table below.

DOL	EDD
Training and Employment Guidance Letters (TEGL):	Workforce Service Directives (WSD):
<ul style="list-style-type: none">• TEGL 19-16• TEGL 13-19	<ul style="list-style-type: none">• WSD 16-04• WSD 19-02

In this section

This section contains the following topics:

Topic	See Page
Overview	6-1
Business Services Unit	6-2
Services to Employers	6-3
Job Postings	6-4
On-the-Job Training (OJT)	6-5
Rapid Response Assistance	6-8
Labor Market Information	6-10
Tax Credit Information	6-11

Business Services Unit

Introduction

The Workforce Development Department (WDD) Business Services Unit (BSU) proactively engages and collaborates with businesses and organizations to learn the needs of local industries/businesses help grow current and future workforce. Develop trainings and identify job opportunities throughout San Bernardino County.

This section provides information for America's Job Center of California (AJCC) staff regarding the BSU services.

Business Services Unit

The role of the BSU is to develop working relationships with the business community and provide assistance in hiring and/or training. To develop and implement strategies for meeting the employment and skill needs of workers and employers, to expand employment and career opportunities for Workforce Development System participants in demand industry sectors or occupations.

BSU is committed to meeting the ongoing needs of businesses by providing the following resources and services:

- Business workshops
 - Employee training programs
 - Recruitment assistance
 - Layoff aversion services
 - Labor Market Information (LMI)
 - Rapid Response (RR)
 - Tax Credit Information
 - Human Resources Hotline
 - Incumbent Worker Training (IWT)
 - Customized Training
 - On-the-Job Training (OJT)
-

Contact information

The BSU serves as the one-stop center for employers. Employers may contact the BSU by:

- Visiting WDD's website: <http://wp.sbcounty.gov/workforce/>, or
 - Calling BSU toll-free phone number: (800) 451-JOBS (5627).
-

Services to Employers

Introduction

The Business Services Unit (BSU) is comprised of Business Service Representatives (BSRs) and Business Services Specialists (BSS) who assist County enterprises in gaining a competitive advantage and navigating the complex systems of a new economy.

This section provides information on BSU services to employers.

Services

Services offered to employers include, but are not limited to:

- Survey businesses to assess the needs of the local business community.
- Develop special programs such as On-the-Job Training (OJT), Incumbent Worker Training (IWT) and customized training.
- Develop a recruitment plan to meet the need of the business.
- Commit Workforce Development Department (WDD) staff time and resources to support the start-up and on-going recruitment needs of businesses.
- Coordinate recruitment needs with state and local agencies such as America's Job Center of California (AJCC) Memorandum of Understanding (MOU) partners, Employment Development Department (EDD), community colleges, local schools and applicable city departments.

Other BSU services to employers include:

- Place job postings to attract the required applicant pool.
 - Arrange business specific job/hiring fairs.
 - Access to AJCC's.
 - Perform mass screening of applicants utilizing WDD locations.
 - Pre-screen applicants to job specifications.
 - Provide Rapid Response (RR) services.
 - Offer layoff aversion services.
 - Supply Labor Market Information (LMI).
-

Customer service

The BSU aims to provide businesses with excellent customer service and create value in WDD services, which leads to regular use of services.

The BSRs should follow-up with businesses on a regular basis to ensure WDD provided quality referrals and customer service.

The BSR's should assist the employer by familiarizing and encouraging them to utilize the functionality of the CalJOBS system.

When the BSS/BSR is not available

The BSS/BSR mobile phone number is provided to the receptionist or other staff in the office in the event the BSS/BSR is unavailable.

Job Postings

Introduction

This section provides information for Business Services Unit (BSU) staff regarding job postings.

Job postings

Job orders are posted in CalJOBS and is accessible to staff and members of the public through the Workforce Development Board (WDB) website or CalJOBS. To ensure the public has access to the latest job openings:

- Workforce Development Specialist (WDS)/Business Service Representative (BSR) staff will post job orders on CalJOBS website regularly.
- WDSs will research the site for job orders when assisting America's Job Center of California (AJCC) customers in job placement.

BSS/BSR are required to create and add an activity in CalJOBS employer section.

Note: Refer to the WDD Intranet>Forms & Manuals>CalJOBS tab for **CalJOBS Activity Codes Detailed Listing – Employer.**

On-the-Job Training (OJT)

Introduction

This section provides information and guidance for Business Services Unit (BSU) staff regarding On-the-Job Training (OJT).

- OJT: Enables an employer to pay customers engaged in productive work.
- Provides knowledge or skills essential to the full and adequate performance of the job.
- Reimburses private, private non-profit, and public sector employers up to 50, 75, and 90 percent, depending on the total employee count of the employer location, of the wage rate of the customer for the extraordinary costs of providing the training and additional supervision related to the training.
- Is limited in duration as appropriate to the:
 - Occupation for which the customer is being trained,
 - Content of the training,
 - Prior work experience of the customer,
 - Service strategy of the customer, as appropriate, and
 - Customer's Individual Employment Plan (IEP).

Note: Refer to Program Guide Chapter 4 Training for the complete OJT process between the WDS and BSR.

OJT development

OJT placement is developed between the Workforce Development Specialist (WDS)/Business Service Representative (BSR) and employer in consideration of the:

- Customer's attributes, such as:
 - Skills
 - Knowledge
 - Education
 - Work experience
- Availability of funds

OJT contracts

The BSU is responsible for:

- Developing training contracts with employers interested in filling OJT positions for Workforce Development Department (WDD) customers.
- Providing a copy of the OJT contract, within ten (10) days after being signed, to the:
 - WDS
 - WDD Administration (Business Service WDT)
 - Fiscal Unit

Continued on next page

On-the-Job Training (OJT), Continued

Pre-screening requirements for employers

Prior to entering into an OJT contract, a pre-screening must be conducted to ensure the employer:

- Hires full-time employee(s) 32 hours or more per week at an appropriate work site.
- Provides the following documentation:
 - Federal and State tax ID
 - Valid business or professional license (except in unincorporated areas of the county)
 - Current workers compensation policy
 - Current general liability insurance policy
 - Proof of internal grievance procedure. In the absence of an internal procedure, the WDD Grievance Procedure is used. The WDS/BSR is responsible for providing the employer a copy of WDD Grievance Procedure.
 - Completes Central Contractor's Registration (CCR) with no findings. A successful debarment search must be completed.
- Is not involved in a current labor dispute and must not have a history of frequent layoffs.
- Is not utilizing OJT to:
 - Displace a current or former employee,
 - Reduce the hours of currently employed workers below their normal schedule,
 - Replace a worker who is currently laid off, or
 - Deny a current worker promotional opportunities.
- Has not laid off any worker due to relocation, in whole or in part, within the last 120 days. However, the employer may enter an OJT contract if the employer has:
 - Offered affected employees an opportunity to transfer with the company.
 - Provided adequate alternative employment opportunities to displaced workers.

Note: The employer needs to be registered and a job must be posted before an OJT can be initiated.

Continued on next page

On-the-Job Training (OJT), Continued

Barring an employer from an OJT contract

An employer who has had three (3) or more individuals in OJT within a one-year period and has not retained at least 50% of the individuals may be barred from future OJT contracts.

Note: This will be a negative outcome in performance standards for the employer and customer.

The BSS/BSR will follow the steps below:

Step	Action								
1	Determine if an employer with a current OJT contract or an employer requesting OJT individuals should be barred based on the criteria listed in the “ Pre-screening requirements for employers ” block.								
2	<table><tr><td>Contact the employer to determine the circumstances of the termination/lack of retention.</td><td></td></tr><tr><td>If an employer...</td><td>Then ...</td></tr><tr><td>Can demonstrate the lower retention rate was due to factors beyond the employer's control (e.g., voluntarily separated or terminated for cause),</td><td>No action is required and employer may continue participating in OJT.</td></tr><tr><td>Cannot substantiate the lower retention rate or there are no extenuating circumstances,</td><td>Submit the name of the employer and supporting documentation to the WDS/BSR Supervisor I for final determination of the continuance or termination of current OJT contracts.</td></tr></table>	Contact the employer to determine the circumstances of the termination/lack of retention.		If an employer...	Then ...	Can demonstrate the lower retention rate was due to factors beyond the employer's control (e.g., voluntarily separated or terminated for cause),	No action is required and employer may continue participating in OJT.	Cannot substantiate the lower retention rate or there are no extenuating circumstances,	Submit the name of the employer and supporting documentation to the WDS/BSR Supervisor I for final determination of the continuance or termination of current OJT contracts.
Contact the employer to determine the circumstances of the termination/lack of retention.									
If an employer...	Then ...								
Can demonstrate the lower retention rate was due to factors beyond the employer's control (e.g., voluntarily separated or terminated for cause),	No action is required and employer may continue participating in OJT.								
Cannot substantiate the lower retention rate or there are no extenuating circumstances,	Submit the name of the employer and supporting documentation to the WDS/BSR Supervisor I for final determination of the continuance or termination of current OJT contracts.								

Rapid Response Assistance

Introduction

This section provides information and guidance for Business Services Unit (BSU) staff who provide Rapid Response (RR) assistance.

The purpose of RR is to promote economic recovery and vitality by developing ongoing, comprehensive approaches to identifying, planning for, or responding to layoffs and dislocations, and preventing or minimizing impacts on workers, businesses, and communities.

Worker Adjustment and Retraining Notification

The Worker Adjustment and Retraining Notification (WARN) Act provides protection to workers, their families and communities by requiring employers to provide affected workers and State dislocated worker units with a notice 60 calendar days in advance prior to any plant closing or mass layoffs.

Advance notice provides workers and their families' time to transition and adjust to the prospective loss of employment, seek and obtain alternative jobs and, if necessary, time to obtain skills training, or retraining to successfully compete in the job market.

The WARN can be accessed through CalJOBS or through the state website link: [Worker Adjustment and Retraining Notification \(WARN\)](#)

Rapid Response activities

RR activities must be provided when one or more of the following circumstances occur:

- Initiating on-site contacts.
- Announcement or notification of a permanent closure, regardless of the number of workers affected.
- Announcement or notification of a mass layoff.
- Natural or other disasters that result in mass job dislocations.
- The filing of a Trade Adjustment Assistance (TAA) petition.
- Providing information on available services to affected workers.
- Helping develop and coordinate a response to an event.
- Obtaining access to State economic development assistance.
- Participation in monthly Regional Rapid Response Round Tables.

Continued on next page

Rapid Response Assistance, Continued

Rapid Response strategies

The following strategies have been developed to prepare for effective RR in the event of layoffs or closure of a local business:

- Initiating on-site contacts with the employer, representatives of the affected workers, and the local community to develop and coordinate a response to the dislocation event.
- Registering in CalJOBS and posting resume(s).
- Providing informational workshops for workers, including but not limited to:
 - Filing unemployment insurance claims
 - TAA program
 - Impacts of layoff on health coverage or other benefits
 - Referral to career services,
 - Reemployment-focused workshops and services, and
 - Training programs.
- Delivering other services and resources including workshops and classes, use of worker transition centers, and job fairs to support reemployment efforts for affected workers.
- Establish working relationships with area educational agencies that may provide training.
- Providing information on existing employment opportunities.
- Coordinating with America's Job Center of California (AJCC) to inform of Dislocated Worker Program.
- Informing dislocated workers and their families of services such as home heating assistance, legal aid, and financial advice.
- Obtaining access to State or local economic development assistance.
- Providing guidance and financial assistance as appropriate, in establishing a labor-management committee if voluntarily agreed to by the employee's bargaining representative and management.

Layoff aversion

Layoff aversion strategies and activities designed to prevent, or minimize the duration of unemployment resulting from layoffs may include:

- Targeted hiring events at employers holding layoffs,
 - Business-to-business referrals,
 - Business assistance workshops,
 - Business consulting services,
 - Human Resource hotline,
 - Providing EDD Work Sharing Program information (https://edd.ca.gov/Unemployment/Work_Sharing_Program.htm),
 - Working with economic professionals, and
 - Collecting and analyzing information related to economic dislocations in the local area to assess risks and vulnerabilities.
-

Labor Market Information

Introduction

This section provides information for America's Job Center of California (AJCC) staff regarding Labor Market Information (LMI), including industry trends and occupational information. LMI assists with:

- Supplying job seekers easy access to:
 - Occupational wages
 - Outlook training information
 - Employment by industry and workforce data
 - [Toolbox for Job Seekers \(ca.gov link\)](#)
 - Providing information regarding:
 - Job duties
 - Working conditions
 - Employment outlook
 - Wages
 - Benefits
 - Entrance requirements
 - Training
-

Information to employers

The Business Services Specialist (BSS) staff provides LMI to employers and answers questions regarding:

- Wages paid in the area,
- Training programs available for employees,
- Workplace issues between employers and employees, and
- Services available to employers.

For detailed information on LMI, visit: www.labormarketinfo.edd.ca.gov/.

Tax Credit Information

Introduction

This section provides information and guidance for America's Job Center of California (AJCC) staff regarding the following tax credits:

- Individual Tax Credits
 - California Earned Income Tax Credit (Cal EITC)
 - Earned Income Tax Credit (EITC)
 - Young Child Tax Credit
 - Employer Tax Credit
 - Work Opportunity Tax Credit (WOTC)
-

Tax credit information

For further information about employer tax credits, visit the:

- Employment Development Department (EDD) website <https://edd.ca.gov/>, and
 - Internal Revenue Service (IRS) website <https://www.irs.gov/>.
-

Earned Income Tax Credit

In 1975, Congress created the Federal Earned Income Tax Credit (EITC). The EITC puts money back into the pockets of working families by providing a refundable tax credit for low-to-moderate income workers to ease the tax burden and help offset some of his/her living expenses. The EITC is an anti-poverty initiative designed to:

- Increase family income, reduce child poverty, and promote employment by supplementing the earnings of low-wage workers, including military families.
- Have a positive impact on the education and health of children living in poverty and local economies and businesses.

For assistance with EITC, customers may:

- Call the 24-hour toll free number, 1-800-829-1040, or
 - Visit the Internal Revenue Services (IRS) website <https://www.irs.gov/>.
-

Continued on next page

Tax Credit Information, Continued

California Earned Income Tax Credit

The California Earned Income Tax Credit (Cal EITC) is a cashback tax credit that puts money back into the pockets of California's working families and individuals. In 2019, Cal EITC was expanded to include younger workers, between the ages of 18-24, and individuals over the age of 65.

Customers may qualify for Cal EITC if the following requirements are met:

- Be at least 18 years old or have a qualifying child.
- Have earned income within certain limits.
- Have taxable earned income from:
 - W-2 wages,
 - Self-employment,
 - Salaries, tips, or
 - Other employee wages subject to California withholding.
- Have a valid social security number for him/herself, spouse, and any qualifying children.
- Not use "married/Registered Domestic Partner (RDP) filing separate" if married.
- Live in California for more than half the year.

Young Child Tax Credit

The Young Child Tax Credit (YCTC) is available for families with children under the age of six. If a family qualifies for Cal EITC and has a child under the age of six, they may also qualify for the YCTC.

Work Opportunity Tax Credit (WOTC)

The WOTC is a Federal Tax Credit incentive of up to \$9,600 available to employers for hiring individuals from certain targeted groups who have consistently faced significant barriers to employment.

The purpose of the WOTC is to:

- Promote the hiring of individuals who qualify as a member of a target group, and
- Provide a federal tax credit to employers who hire these individuals.

Note: The WOTC expired on December 31, 2020. If it is renewed, certifications for 2021 hires will be released. **Continue to submit applications for employees hired January 1, 2021, and after.** Refer to the EDD website <https://edd.ca.gov/> for updates.

Continued on next page

Tax Credit Information, Continued

Target groups who qualify for WOTC

Employers who hire individuals from the following nine (9) target groups may qualify an employer for the WOTC:

- Qualified veterans receiving food stamps or qualified veterans with a service connected disability who:
 - Have a hiring date which is not more than one year after having been discharged or released from active duty **OR**
 - Have aggregate periods of unemployment during the one-year period ending on the hiring date that equal or exceed six (6) months.
- Qualified recipients of Temporary Assistance to Needy Families (TANF).
- Ex-felons hired no later than one-year after conviction or release from prison.
- Designated Community Resident who on the date of hiring:
 - Is at least 18 years old and under 40,
 - Resides at an Empowerment Zone, Enterprise Community, or Renewal Community, and
 - Continues to reside at the locations after employment.
- Vocational rehabilitation referrals, including Ticket Holders with an individual work plan developed and implemented by an Employment Network.
- Qualified summer youth ages 16 through 17 who reside in an Empowerment Zone.
- Qualified Food Stamp recipients ages 18 but not 40 on the hiring date.
- Qualified recipients of Supplemental Security Income (SSI).
- Long-term family assistance recipients.
- Qualified Long-Term Unemployment Recipients.

Additional information can be located on the EDD website at:
https://edd.ca.gov/Jobs_and_Training/Work_Opportunity_Tax_Credit.htm

Note: WOTC cannot be claimed for wages paid to relatives or former employees who are rehired.
