

WDD YOUTH PROVIDER HANDBOOK

CHAPTER 4

Training Services

Overview

Introduction

Chapter 4 contains information on Workforce Innovation and Opportunity Act (WIOA) Training services for the Youth Program.

The contracted Youth Providers offer a series of connected education and training programs for the Youth to secure employment within a specific industry or occupational sector, and to successively advance to a higher level of education or employment in the chosen career.

References

This handbook chapter contains information regarding WIOA regulations, and directives received from the United States Department of Labor (DOL) and/or Employment Development Department (EDD).

DOL		EDD	
Training and Employment Guidance Letters (TEGL):		Workforce Services Directives (WSD):	
• 19-14	• 21-16	• 17-07	• 20-09
		• 19-10	• 21-03

In this section

This section contains the following topics:

Topic	See Page
Overview	4-1
Training	4-2
Apprenticeship	4-6
ETPL	4-7
Recovery of WIOA Tuition	4-8

Training

Introduction

The Workforce Innovation and Opportunity Act (WIOA) affirms the Department of Labor's (DOL) commitment to providing high-quality services for youth, beginning with:

- Career exploration and guidance,
- Continued support for educational attainment,
- Opportunities for skills training (e.g., pre-apprenticeships/internships, for in-demand industries/occupations, and culminating with employment),
- Enrollment in postsecondary education, or
- Registered Apprenticeship.

This section will provide information related to the training elements of the Youth Program.

Training elements

There are four (4) Youth elements related to training:

- Element #2 – Alternative secondary school services or dropout recovery services
 - Element #4 – Occupational skills training
 - Element #5 – Education offered concurrently with workforce preparation and training for a specific occupation
 - Element #12 – Entrepreneurial skills training
-

Conflict of interest

Contractors with the County are subject to the conflict-of-interest laws, which prohibit Contractors from entering into contracts in which he/she have a financial interest or otherwise participating in or influencing decisions relating to contracts in which he/she have a financial interest.

Contractors may not contract with, or otherwise invoice the County, for their own organization to serve as both the vocational institution (e.g. trainer of occupation skills for youth enrolled into their agency's WIOA program) and the administrator of that WIOA program.

Example: Provider ABC offers a training program for Medical Assistance. The youth can attend the training; however, the Provider ABC cannot bill WDD for the training.

CalJOBS Activity codes

The Workforce Innovation and Opportunity Act (WIOA) provides a workforce system that delivers career and training services for the Youth Providers. The data of these services are tracked in the CalJOBS system using CalJOBS activity codes. Activity codes can be applied to an individual or employer account.

The use of activity codes has a direct relationship to federal reporting and WIOA performance indicators and should be evaluated closely to ensure the service provided aligns with the definition of the activity code selected for entry into CalJOBS.

Continued on next page

Training, Continued

CalJOBS Activity codes, continued

CalJOBS Activity codes are located in the **WDD Youth Portal>CalJOBS Training & Resources** folder and are listed as follows:

- Activity Codes and Performance Crosswalk
- Activity Codes Dictionary
- Employer Activity Codes
- Individual Activity Codes

Youth Providers are required to use the above activity codes resource list to select the appropriate activity code for youth placement.

MSG vs. Credential

Knowing the difference between Measurable Skills Gain (MSG) and Credential is important to ensure the correct progress data is entered into CalJOBS for the participants.

Workforce Innovation and Opportunity Act (WIOA) defines MSG as documented academic, technical, occupational, or other forms of progress towards a credential or employment.

Credential attainment is defined as earning a recognized postsecondary credential or a secondary school diploma, or its recognized equivalent, during participation or within one year after exit from the program.

Example: Participant is enrolled in Trucking School and successfully completes the training course. Participant receives a certificate of completion; this will be added as an MSG in CalJOBS. Six months after exit, participant passes and receives a Truck Driver license; this will be added as a Credential in CalJOBS.

Note: Refer to Youth Program Handbook Chapter 8 – Performance Measures for additional information.

In-demand industry

WDD's seven (7) in-demand industry are as follows:

- Government/Education,
 - Construction,
 - Health Care,
 - Logistics,
 - Mining,
 - Manufacturing, and
 - Professional Scientific, and Technical Services
-

ITA's

WIOA Individual Training Accounts (ITAs) are available to Out-of-School Youth (OSY). Per Title 20 Code of Federal Regulations (CFR) 681.550, expanded the training options to include ITA's for OSY using funds under the Youth program. When using Youth funds for the ITA, the Eligible Training Provider List (ETPL) must be used. Accessing the ETPL allows the program to avoid further procurement processes.

Continued on next page

Training, Continued

ITA's, continued The regulation did not expand the training options for In-School Youth (ISY). WIOA Youth may use an ITA if he/she chooses to co-enroll in the WIOA Adult or Dislocated Worker program.

Local WDD policy states, ISY may be considered for an ITA, funded by Youth funds, but must obtain prior approval from WDD Administration Youth Analyst.

Element #2 The services under this program element are intended to help youth who have dropped out of high school or are currently struggling with traditional high school and would benefit from an alternative secondary school program. Services are aimed at reengaging youth so he/she can pursue education that leads to the completion of high school diploma or its recognized equivalent. **Examples** of services include:

- Basic education skills training,
- Individualized academic instruction,
- English as a second language training,
- Credit recovery,
- Preparation for high school equivalency attainment (for high school dropouts only), and
- Educating youth about alternative secondary school programs within the school district and helping them through the process of connecting to an appropriate program.

The activities within both types of services may overlap, each are provided with the goal of helping youth to re-engage and persist in education that leads to the completion of a recognized high school equivalent.

Element #4 The services under this program element involve engaging youth in occupational skills training program. Occupational skills training is an organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate, or advanced levels.

Youth Providers must give priority consideration to training programs that lead to recognized postsecondary credentials that align with in-demand industry sectors or occupations in the local area. Occupational skills training must meet the following criteria:

1. Be outcome-oriented and focused on an occupational goal specified in the individual service strategy.
 2. Be of sufficient duration to impart the skills needed to meet the occupational goal.
 3. Lead to the attainment of a recognized postsecondary credential,
 4. Be listed on the Eligible Training Provider List (ETPL) if using an ITA contract.
 5. Meet the quality standards in WIOA Section 123.
-

Continued on next page

Training, Continued

Element #4, continued

Examples:

- Registered Apprenticeships,
- Certified Nursing Assistant (CNA) certification,
- Commercial driver's license (CDL – Class A), and
- One year Machine Tooling technical diploma from a technical college.

Note: Refer to [WSD 19-03](#) for list of credentials (examples) that are not recognized as postsecondary credentials.

Element #5

Services within this program element reflect an integrated education and training model in which workforce preparation activities, basic academic skills education, and hands-on occupational skills training are taught within the same time frame and connected to a specific occupation, occupational cluster, or career pathway.

Example: A youth learns how to apply basic measuring concepts using a tape measure while ensuring lumber is the correct length to meet blueprint specifications for a new building.

Element #12

Entrepreneurial skills training provides the basics of starting and operating a small business. This training helps youth develop the skills associated with entrepreneurship and the gig economy, such as:

- Ability to take initiative,
- Creatively seek out and identify business opportunities,
- Develop budgets and forecast resource needs,
- Understand various options for acquiring capital and the trade-offs associated with each option, and
- Communicate effectively and market oneself and one's ideas.

Examples of approaches to teaching youth entrepreneurial skills include:

- **Entrepreneurship education** – introduces the values and basics of starting and running a business, such as developing a business plan and simulations of business start-up and operation.
- **Enterprise development** – provides supports and services that incubate and help youth develop their own businesses, such as helping youth access small loans or grants and providing more individualized attention to the development of viable business ideas.
- **Experiential programs** – provide youth with experience in the day-to-day operation of a business.

Entrepreneurship programs have the potential to help youth gain the business skills and experience needed to succeed in the working world – whether as entrepreneurs or employees – while also providing wraparound services to help them thrive in his/her daily lives.

Apprenticeships

Introduction

Workforce Innovation and Opportunity Act (WIOA) Title IB, administered by the U.S. Department of Labor's Employment and Training Administration (ETA), provides funding to support workforce development programs for eligible Adults, Dislocated Workers, and Youth. This funding is allotted to states based on a formula, generally administered through local Workforce Development Boards (WDB) and is supportive of apprenticeships.

Apprenticeship programs for youth between the ages of 16-24 combine academic and technical classroom instruction with work experience through an apprenticeship program. It provides the foundation for youth to choose among multiple pathways:

- To enroll in college,
- Begin full-time employment, or
- A combination.

Primary components

Apprenticeships are a unique training where a combination of classroom and job-based training are required. Apprentices must gain and demonstrate competencies either over a period of time or at specific benchmarks in the apprenticeship program. The WDB can use Title IB funds to help support the two (2) primary components of apprenticeship programs:

- On-the-Job Training (OJT), and
- Related Training and Instruction (RTI).

WIOA funding can also help provide support services necessary to enable individuals to successfully participate in apprenticeship programs such as tools, books, and uniforms.

Apprenticeship goals

Youth Providers will be required to meet yearly apprenticeship goals as outlined in the Youth contract. The total percentage of customers that are required to enter apprenticeships per Youth Provider are broken down by Program Year (PY) as follows:

- 1% of enrollments – first PY
- 3% of enrollments – second PY
- 5% of enrollments – third PY

After the third PY, the goal will remain at 5% of total enrollments per Youth Provider to enter apprenticeships per program year until a new goal is established by the Youth Committee.

Division of Apprentice Standards (DAS) websites provides information for approved apprenticeships. DAS is located at: <https://www.dir.ca.gov/das/>.

ETPL

Introduction

The Eligible Training Provider (ETP) policies and procedures govern the operation of the local Eligible Training Provider List (ETPL) for San Bernardino County. The policies and procedures address the activities of the Governor, our Local Workforce Development Board (LWDB), America's Job Center of California (AJCC) locations, and Youth training providers who wish to offer services to out of school youth whose training is funded by the Workforce Innovation and Opportunity Act (WIOA).

The policy incorporates the state requirements of the Bureau of Private Postsecondary Act of 2009, establishes the eligibility criteria and procedures for initial and subsequent determination for training providers who list training programs on the ETPL. WIOA Section 129(b)(1)(B) requires states to disseminate a list of eligible providers of youth workforce investment activities, as determined under WIOA Section 123.

Types of training

The ETPL only lists providers and programs who meet specified quality criteria and eligible to receive training funding through WIOA. A provider of training services must be listed on the ETPL to receive WIOA funds for his/her program(s). These programs may provide training services, such as the following:

- Occupational skills training, including training for non-traditional employment and occupational skills training that integrates English-language and math instruction needed to succeed on the job.
 - Apprenticeship and Pre-apprenticeship Skills Training.
 - Programs combining workplace training with related instruction, which may include cooperative education programs.
 - Training program operated by the private sector.
 - Skill upgrading and retraining.
 - Entrepreneurial training.
 - Adult education and literacy activities, including activities of English language acquisition and integrated education and training programs, provided concurrently.
-

Location

The location of the official ETPL is available online at www.caljobs.ca.gov under Education Services.

Recovery of WIOA Tuition

Introduction

The Workforce Innovation and Opportunity Act (WIOA) Final Rule, Title 20 Code of Federal Regulations (CFR) requires regular oversight and monitoring of WIOA activities to determine whether expenditures have been made against the cost categories and within the cost limitations specified in the regulations. To comply with this stipulation, a process and procedure must be in place for the recovery of unused WIOA training funds and/or tuition refunds.

Policy and procedures

All Youth Providers must provide a copy of the organizations written policy and procedures regarding recovery of unused WIOA tuition funds to Workforce Development Department (WDD) Youth Analyst. In the event a youth discontinues training, the Youth Provider must do due diligence to ensure the recovery of WIOA funds provided to training institutions. WDD must verify the following:

- The refund policy of the training provider for early termination from the training program. Who is the responsible party for determining a tuition refund is due when a participant prematurely withdraws from a training program, and how the information will be conveyed to WDD
- A requirement for the training provider to notify the case manager of early customer dropout. How often the participant is contacted to determine if he/she is still receiving training and, if not, if a tuition refund is due.
- The percentage of the advanced payment to be returned,
- Turnaround timeframe for the refund. Who is responsible for the collection process of any outstanding training and/or tuition refund.
- Time spent in training before a refund will no longer be honored.

Recovery of WIOA Tuition

In accordance with [WSD 19-10](#), the following policy ensures recovery of unused WIOA training monies.

Item	Description
Individual Training Account (ITA) invoice (if approved by WDD Youth Analyst)	<ul style="list-style-type: none">• WDD's ITA invoice process allows for payment in two increments.• The training provider receives 50% of the total approved ITA amount when the customer has completed two (2) weeks of the total training program hours.• The provider receives the remaining 50% when the customer has completed the training program and has attained a recognized training achievement.• Percentage of the advanced payment to be returned upon non-completion of courses.

Continued on next page

Recovery of WIOA Tuition, Continued

Recovery of WIOA Tuition, continued

Item	Description
Recapturing funds, disallowed payments	<p>If WDD determines in its sole and absolute discretion, through monitoring, audit, investigation, or review of fiscal records, any payment or disbursement made under training program is disallowed, the training provider shall be:</p> <ul style="list-style-type: none">• Notified, and• Given the opportunity to justify the questioned payment or disbursement prior to the final determination.
Reimbursement	<ul style="list-style-type: none">• Upon receiving response from the provider, if WDD determines the payment or disbursement is disallowed, in whole or in part, reimbursement must be made within 60 days after official notification from the department.• If said reimbursement is not made within the stated time, the Department's Deputy Director, on behalf of the County, may recapture or withhold said amount in accordance with the Debt Collection procedures or may institute legal action.