

Crater Regional Development Board Meeting Minutes

August 16, 2018

Commonwealth Center for Advanced Manufacturing

5520 W. Quaker Road

Disputanta, VA, 23842

8:30 am-10:30 am

1. **Call To Order:** Meeting was called to order by Chris Johnson at 8:39 am
 - a. Roll Call-Recie Small
2. **Public Comment:** No public Comment
3. **Agenda:** Agenda adjusted to reflect the changes made to the consent agenda.
Consent Agenda: withdrawn and the items were applied to present agenda for discussion
 - a. Toni Archer made a motion to approve the removal of the consent agenda items and placing the items individually on the regular agenda.
 - b. Bruce Sobczak seconded the motion
 - c. All in favor, no one opposed, motion carries
4. Minutes for May 17, 2018 Board Meeting:
Chris Johnson asked if there were any corrections or concerns regarding the minutes. The following corrections were noted.
 - a. Missing a date under heading
 - b. Karren Epps not listed at meeting
 - c. Page 3, corrected By-Laws need to redistributed with edits and wording changed to:
"There was a motion made at the May board meeting to approve the By-Laws of the Board of Directors with the changes that were determined at the Board meeting."
 - d. At the request of the board: Future minutes; would like to have the name of persons who made the motions and who seconded them.
 - e. Page 3, Ace Hardware reference, remove the word *store* and should state: *"The CRWDB can and will serve Ace Hardware workers, but can't serve them at this time because a number of them have not received their end date."*
 - f. Page 3, two bullets down should state: *"Will have discussions."*
 - g. Page 2, the second bullet down should state: *"337 million was spent."*
 - h. Page 2, about half-way down should state: *"Will be scheduled events."*
 - i. Public Comment on Page 1 should state: *"The adult and dislocated worker program needs to happen."*
 - j. At the request of the board: Add page numbers to minutes
 - k. Page 3, should state: *"You turned the meeting over."*

Dale Batten made a motion to approve the minutes of May 17, 2018 with corrections.

Karen Epps seconded the motion.

All in favor, no one opposed, motion carries.

5. Inventory Policy

- a. The purpose of the policy is to show we're in good standing with the spending of federal funds and also to know where items are.
- b. The physical inventory is done. Currently reviewing the items on paper and doing "clean up" by deciphering if the items listed are actually property of the board or property of one of our partners. Brandon Moore is the custodian of the property.
- c. The board wishes to see the inventory list once it is cleaned up.

Shelia Smith made a motion to approve the Inventory Policy as presented.

Kathy Anderson seconded the motion.

All in favor, no one opposed, motion carries.

6. Self Sufficiency Policy

- a. The Board is currently operating at a Lower Level Standard Income Level (LLSIL) of 75%, but it is the proposal of the Board to increase the LLSIL to 150% to be able to serve more persons.

Toni Archer made a motion to accept the increase in the LLSIL from 75% to 150%.

Bill Mullins seconded the motion.

All in favor, no one opposed, motion carries.

7. Approval of Eligible Training Providers:

- a. Toni Archer made a motion to approve the Committee's recommendation of the following eligible training providers:
 - i. Recertification Approval - Southside Virginia Community College - Machinist Training
 - ii. New Provider Approval - Road Safety CDL Training School
 - iii. Non-Approval for Kulture Kuts
- b. Shelia Smith seconded the motion
- c. All in favor, no one opposed, motion carries.

8. WIOA Service Provider Report

- a. Youth Services Provider - Juanita Epps & Kyle Sport of Pathways gave an overview of Pathways' youth services.
- b. Adult & Dislocated Worker - Sherry Pearson of Job Assistance Center gave an overview of Adult and Dislocated Worker services. At this time, there are 36 active participants and \$39,900 allocated for training and supportive services.
- c. One-Stop Operator - Shawn Nicholson (not in attendance).

9. Board Committee Report

- a. Business Service - Bruce Sobczak shared an overview of Business Services Committee.
- b. Youth Services - George Lyons reported that the Youth Services Provider Review Committee has met and are awaiting additional responses from the respondent. Once received, the committee will provide a recommendation to the Chief Elected Officials.

10. Board Staff Reports

- a. Board Member questions/comments: No questions/comments

11. Forensic Audit

- a. The city [Petersburg] has to conduct a forensic audit dating back to July 1, 2015.
- b. The city [Petersburg], along with the CEOs, will determine the scope of the forensic audit

12. Meeting adjourned at 10:18 am.

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Crater Regional Workforce Development Board

LWDA-15

Policy Number 2018-02

Effective Date: October 19, 2018

Title: Accessibility and Reasonable Accommodation Policy

EXECUTIVE SUMMARY

This policy ensures that every Workforce Innovation and Opportunity Act (WIOA) participant receives quality services as set forth in the regulations (29 CFR Part 38) implementing Section 188 of WIOA. This policy outlines steps to ensure nondiscrimination and equal opportunity in the Crater Region American Job Centers (AJC) and any entity that receives financial assistance under Title I of WIOA. This includes State and local Workforce Development Boards, AJC operators, service providers, vendors and subrecipients. This policy is directed toward ensuring that the programs, services and facilities of the AJC delivery system have reasonable accommodations required to effectively serve individuals with disabilities.

REFERENCES

- WIOA (Public Law 113-125) Section 188
- Title 29 *Code of Federal Regulations* (CFR) Part 38
- Americans with Disabilities Act of 1990
- Americans with Disabilities Amendments Act of 2008 (ADAA)
- Rehabilitation Act of 1973, as amended, Section 504
- Promising Practices in Achieving Universal Access and Equal Opportunity: A Section 188 Disability Reference Guide

BACKGROUND

WIOA assigns responsibilities at the local, State and Federal levels to ensure the oversight AJC system that enhances the range and quality of workforce development services that are accessible to all individuals seeking assistance. WIOA stresses physical and programmatic accessibility, including the use of accessible technology to increase individuals with disabilities' access to high quality workforce services. It prohibits discrimination based on race, color, national origin, sex, age, gender identity, disability, religion, political affiliation or belief and participant status.

The Virginia Career Works – Petersburg/Emporia Centers and the Crater Regional Workforce Development Board are equal opportunity employers' program. This product was created with funding from the Workforce Innovation and Opportunity Act (WIOA). If you need assistance to access our services in a different language or need this material in an alternate format, contact us. Deaf, hard of hearing or speech impaired callers may reach us by using the VA Relay Service at 711. Auxiliary aids and services available upon request. Proud partners of the American Job Center Network.

POLICY AND PROCEDURES

No individual is to be excluded from participation in, denied benefits of, subjected to discrimination under, or denied employment in the administration of or in connection with, any program or activity, funded in whole or in part under WIOA, because of race, color, religion, sex national origin, disability, political affiliation or belief. This policy reflects all aspects of the AJC's program, including: Registration and orientation, initial screening, assessment, and testing; and service delivery.

Prohibition on the Basis of Disability

A recipient is obligated to provide physical and programmatic accessibility and reasonable accommodation/modification in regard to WIOA program, as required by Section 504 of the Rehabilitation Act of 1973, as amended, and the Americans with Disabilities Act of 1990, as amended, and Section 188 of WIOA.

AJC's are required to provide reasonable accommodation for individuals with disabilities to ensure equal access and opportunity. The term "**reasonable accommodation**" is defined in the current Section 188 regulation as "[m]odifications or adjustments to an application/registration process that enables a qualified applicant/registrant with a disability to be considered for the aid, benefits, services, training or employment that the qualified applicant/registrant desires," or "[m]odifications or adjustments that enable the qualified individual with a disability to perform the essential function of a job, or receive aid, benefits, services, or training equal to that provided to qualified individuals without disabilities," or "[m]odifications or adjustments that enable a qualified individual with a disability to enjoy the same benefits and privileges of the aid, benefits, services, training, or employment as are enjoyed by other similarly situated qualified individuals without disabilities."

The ADA defines a "disability" with respect to an individual to mean a physical or mental impairment that substantially limits one or more of the major life activities of such individual, a record of such impairment, or being regarded as having such impairment.

WIOA Accessibility of Services

Crater Region considers individuals with disabilities an important element of diversity and ability within the AJCs. Individuals with disabilities must be treated with respect and give customer-centric service within both the universal AJC offerings, as well as within WIOA and other VA Career Works Crater Region programmatic offerings.

No individual is to be excluded from participation in, denied the benefits of, subjected to discrimination under, or denied employment in any program or activity, funded in whole or part under WIOA due to race, color, religion, sex, gender identity, national origin, age, disability, or political affiliation or belief.

Program operators must use the same processes for all customers, including individuals with disabilities. The program operator will also make reasonable modifications in practices and

procedures when the modifications are necessary to avoid discrimination on the basis of disability, unless making the modifications would fundamentally alter the nature of the service, program, or activity. The need for an accommodation/modification shall not adversely affect the consideration of a qualified individual with a disability for aid, benefits, services and training.

Ensuring Nondiscrimination

The following actions should be taken to ensure nondiscrimination of individuals with disabilities:

- Ensure VA Career Works Crater Region AJCs are American with Disabilities Act (ADA)n compliant and equipped with auxiliary aids and accommodations. This should include a list of currently available assistive technology devices and services within the centers available for individuals.
- Ensure individuals are aware of compliance through use of signs or other means of visibility. “Equal Opportunity is the Law” must be prominently displayed within the AJCs and made available in other formats as requested.
- Ensure individuals are aware of the ability to receive reasonable accommodations. Notice of availability and right to receive reasonable accommodations must be posted.
- Rejection of all job orders from any employer that specifies it will not accept applications from individuals with disabilities or from applicants with a certain disability. Under the law, individuals with disabilities must be referred for the same range of positions as any other qualified customer.
- Maintain confidentiality and not disclose disability-related or other medical information about an individual to an employer or partnering organization unless the job seeker has requested the disclosure on their behalf.
- Incorporate information on accommodations and rights of all individuals, including individuals with disabilities, in orientations.
- Refrain from stereotyping individuals with disabilities when evaluating their skills, abilities, interest and needs.
- Periodically review eligibility criteria for services or training to eliminate elements that may screen out individuals with disabilities (unless criteria are directly related to specific training or services and is essential), such as
 - Literacy/Numeracy levels requirements to access services that may unnecessarily prevent individuals with intellectual, cognitive or development disabilities from accessing services.

Program operators are subject to the following provision of law:

- Section 188 of the Workforce Innovation and Opportunity Act, which prohibits discrimination on the grounds of race, color, religion, sex, national origin, age, disability, political affiliation or belief and requires that reasonable accommodations be provided to qualified individuals with disabilities in certain circumstances.
- Section 504 of the Rehabilitation Ace, which prohibits discrimination against individuals

with disabilities by recipients of Federal financial assistance.

- Title I of the Americans with Disabilities Act, which prohibits discrimination in employment based on disability.
- Title II of the Americans with Disabilities Act, which prohibits State and local governments from discriminating on the basis of disability.
- Section 427 of the General Education Provisions Act, which requires recipients to ensure equitable access to, and participation in, certain programs run by the U.S. Department of Education.

Disclosing Disabilities

Individuals may or may not choose to disclose that they have a disability. The individual does not have to document a disability to register at the AJC or to receive universal services.

Staff should only ask individuals if they have a disability if this question is asked of all customers using the AJC or program and for data collection purposes, or for customer service and satisfaction improvements. Staff may ask individuals whether they are able to perform essential functions of a job, training, or activity, but should not directly ask if an individual has a disability.

If it appears that an individual with a disability may need an accommodation, staff may ask the individual if he or she can participate in a specific aid, benefit, service, or training with or without an accommodation. If the individual indicates that accommodation is not needed, no further inquiries about the disability may be made. The individual's response must determine the Job Center's program's actions.

If the individual discloses a disability, staff must inform the individual that:

- Providing information about one's disability is voluntary;
- The information will be kept confidential as provided by law;
- Refusal to provide the information will not subject the individual to adverse treatment; and
- The information will only be used in accordance with the law.

For WIOA Title I services, individuals with disabilities do not need to verify a disability to be served; however, it would benefit the individual to provide documentation of the disability to receive priority of service and to receive connections to additional resources. If individuals with disabilities request accommodations on any testing for service delivery purposes, documentation of disability will be required. Additionally, some discretionary grants may require individuals with disabilities to show documentation of their disability for eligibility purposes.

Specific information on disabilities gathered for program eligibility purposes, including medical information gathered, must be kept confidential and maintained in a separate, secure file that

is only available to authorized individuals. Medical information given to staff verbally by a person with a disability is also regarded as confidential and should not be released without written consent of the person with a disability.

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Reasonable Accommodations

Reasonable accommodations, modification, providing effective communication, and auxiliary aids and services will hereinafter be referred to as "reasonable accommodations." A reasonable accommodation is a change in the way the program is administered that enables an individual with a disability to receive benefits, services and training equal to those provided to individuals without disabilities.

Program operators providing services will provide reasonable accommodations to qualified individuals with disabilities who utilize WIOA career and training services and WIOA youth program services to ensure equal access and opportunity.

The policies pertaining to reasonable accommodations apply to qualified individuals with disabilities in regard to:

- Registration and orientation,
- Initial screening, assessments, and testing,
- Service delivery, including career services, training services, and support services, and
- Continuous improvement.

Program operators must not place a surcharge on an individual with a disability, or any group of individuals with disabilities, to cover the costs of measures associated with providing auxiliary aids, services, or assistive technology, that are required to provide that individual or group with the nondiscriminatory treatment required by WIOA Title I.

Types of Accommodations

There are many forms of reasonable accommodations. Staff and the individual with a disability should work together to identify the most effective reasonable accommodation for that individual. Determining the most reasonable accommodation should be done as quickly as possible to avoid delaying access to services.

Auxiliary Aids Services and Assistive Technology

To afford individuals with disabilities an equal opportunity to participate in and enjoy the benefits of the WIOA Title I or Title III program or activity, the program operator must furnish appropriate auxiliary aids or services, including effective means of communication, where necessary. In determining what type of auxiliary aid or service is appropriate and necessary, program operators must give primary consideration to the requests of the individual with a disability. Primary consideration means honoring the choice unless the agency can demonstrate that another equally effective accommodation is available, or that using the means chosen would result in a fundamental alteration in the service, program, activity, or undue financial and administrative burdens.

A non-exhaustive list of auxiliary aids and services can be found in 29 CFR S 38.4, and

includes:

- Qualified interpreters, note-takers, transcription services, written materials, telephone handset amplifiers, assistive listening systems, telephones compatible with hearing aids, closed caption decoders, open and closed captioning, telecommunications devices for deaf persons (TDDs/1TYs, video telephones, or video remote interpreting devices), videotext displays, or other effective means of making aurally delivered materials available to individuals with hearing impairments;
- Qualified readers, taped texts, audio recordings, brailed materials, large print materials, or other effective means of making visually delivered materials available to individuals with visual impairments;
- Acquisition or modification of equipment or devices; and
- Other similar services and actions.

This obligation does not require the program operator to provide personal devices, such as wheelchairs; prescribed devices, such as prescription eyeglasses or hearing aids; or readers for personal use or study.

Facility Accessibility

Crater Region AJCs must be ready and welcoming for when persons with disabilities seek services, and as such, advance preparatory actions must be taken. Specific information on ADA accessibility guidelines for buildings and facilities is provided at <http://www.access-board.gov/guidelines-and-standards/buildings-and-sites/about-the-ada-standards/ada-standards>. Facility accessibility pertains to AJCs and any location where AJC staff provide service delivery.

Some areas to particularly note include:

- Signage
- Accessible Counters
- Automatic and Power-Assisted Doors
- Accessible Restrooms
- Obstacle Free Entrance
- Space in Waiting Room for People Using Wheelchairs

The above is only a sampling of considerations.

Request for Accommodations

The Workforce Development Board (WDB) requires that all service providers ensure that requests for accommodations are taken seriously and that receipt of accommodations is easy, user-friendly, and treated in a respectful and timely manner.

The individual does not need to use the term "reasonable accommodation" when seeking assistance. A request can be made before services are received or after a customer has already begun to receive the services for which the accommodation is requested. The request for accommodations may be made by a family member, friend, or other representative on their behalf. However, staff should directly verify with the customer agreeance with the request.

When a person with a disability makes a request for a reasonable accommodation to any of the program operators' representatives, the program operator is required to respond to that request. Request for accommodations, modifications, and/or effective communication are requests that include the following two elements:

- A request for an adjustment or assistance; and
- An indication that the request might be related to a medical condition or disability.

Requesting Documentation for Accommodations

Requesting documentation for a disability can be an impediment to expedient and customer friendly service and, therefore, should usually be avoided. Documentation of a disability underlying a request for an accommodation should not be requested when:

- The request for accommodation falls within the range of adjustments that staff would normally make in providing good customer service for any customer, or
- The disability is apparent.

Documentation for Testing Accommodations

Assessment and testing accommodations (detailed in State Policy 2017-01: "Basic Education Skills and English Language Assessments") will be based upon the nature of the disability or special need and can include, but are not limited to:

- Braille Test Edition
- Repeated Directions
- Assistive Technology
- Answers Recorded
- Extended Time/Adjusted Time
- Communication Assistance

For testing accommodations, documentation of disability must provide a comprehensive evaluation, a specific diagnosis, and objective evidence of a substantial

functional limitation. The diagnostic report must include specific recommendations for accommodation(s), as well as a detailed explanation of why each accommodation is recommended. The evaluator(s) must describe the impact the diagnosed disability has on a specific major life activity as well as the degree of recommendations with specific test results or clinical observations. This evaluation must be made by a qualified professional whose credentials are appropriate to the disability. The name, title, and professional credentials (e.g., degrees, areas of specification, license or certification, employment) should be clearly stated in the documentation.

A written record must be made of any requests for reasonable accommodations that would require significant resources or preparation. Records must include the name of the individual, the nature of the reasonable accommodation, and the reason for the accommodation.

In keeping records pertaining to requests for reasonable accommodations in the AJCs, all staff should ensure that the documentation process does not delay or impede the provision of accommodations. Any documentation collected for reasonable accommodation considerations in the AJC should be kept with the Labor Exchange Administrator (LEA). Any documentation collected for reasonable accommodation considerations through WIOA Title I services should be kept with the appropriate Program Director or in the individual's participant file.

Responding to Requests for Accommodations

All staff members should be able to provide or arrange basic accommodations on their own initiative in the most expedient and customer friendly way possible.

DENYING REQUESTS FOR A REASONABLE ACCOMMODATION

The program operator may deny a request for a reasonable accommodation based on the following criteria:

- The program operator has determined the customer does not have a disability. The program operator has determined that the absence of the requested reasonable accommodation would not limit the customer's ability to have genuine, meaningful participation in and derive an equal benefit from the AJC's aids, benefits, services and training, OR
- The program operator has determined that there is no accommodation that would be effective in improving the customer's ability to have genuine, meaningful participation in and derive an equal benefit from our aids, benefits, services and training.

The denial of an accommodation requires review and decision-making at the administrative level. If a staff person believes that it may be appropriate to seek documentation of a disability underlying a request for accommodation, that staff

person should present the recommendation to the designated Equal Opportunity (EO) Officer or administrative level designee. The EO Officer will consider the recommendation, and if appropriate, conduct the inquiry.

Requests that cannot be provided or which are believed to pose an undue burden must be reviewed by the EO Officer. In situations where the program operator believes that the proposed accommodation would cause undue hardship, the program operator has the burden of proving that the accommodation would result in such undue hardship. The EO officer is the only person with authority to determine undue hardship on behalf of the program operators.

The EO Officer is Recie Small, Operations Director, and can be reached at rsmall@vcwcraterregion.com or at 804.835.5105.

Written Notification of Accommodation Denial

A written statement of the reasons for reaching these conclusions will accompany the decision of an accommodation denial. The program operator will provide a copy of the statement of reasons to the individual who requested the accommodation, modification, auxiliary aid or service, and in alternate format or with other auxiliary aids for effective communication, as appropriate.

The written notice of denial must:

- Explain the reasons for the denial;
- Inform the customer of his or her rights to file a complaint with the Department of Labor Civil Rights Center and Department of Justice, Office of Civil Rights;
- Provide instructions for initiating such complaints.

A copy of this notice of denial must be provided to the State Equal Opportunity Officer.

Additionally, if the denial is based on a determination of undue burden, the written notice of denial must also document that all the required factors that must be considered in determining undue burden were considered and be reviewed by an attorney versed in ADA.

Continued Responsibility of Program Operator

After a determination of undue hardship, the program operator must still take any other action which would not result in such burden, but which would improve, to the maximum extent possible, the customer's ability to participate in and benefit from the AJCs aids, benefits, services, and training. If an accommodation would result in undue hardship, the program operator will give the individual with a disability the option of providing the accommodation. The program operator must also offer to cover the costs of the reasonable accommodation up to the limit of undue burden and to allow the

customer to cover any costs above that threshold.

NOTICE OF RIGHT TO FILE A GRIEVANCE/COMPLAINT

Individuals who believe that they have been discriminated against in failure to provide accommodations, may file a complaint with the EO Officer. Information on how to file a complaint will be publicly posted and available in alternative formats.

MONITORING

CRWDB acknowledges that the U.S. Department of Labor and the State of Virginia has the authority to monitor and assess compliance with accessibility and reasonable accommodation procedures for WIOA Title I programs. To ensure that policies are being followed and expectations are being met, CRWDB staff or a designee will review accessibility of facilities and services periodically to ensure compliance. It will be the responsibility of the program operator to make any corrections and to conduct an internal review if areas of concern are found.

DISCLAIMER

This policy is based on CRWDB's interpretation of the statute, along with the Workforce Investment and Opportunity Act; Final Rule released by the U.S. Department of Labor and federal and state policies relating to WIOA implementation. This policy will be reviewed and updated based on any additional federal or state guidance.

Crater Regional Workforce Development Board

LWDA-15

Policy Number 2018-05

Effective Date: October 19, 2018

Title: Adult and Dislocated Worker Follow-Up Services

Background:

Follow-up services must be provided as appropriate for participants who are placed in unsubsidized employment, for up to 12 months after the first day of employment. Counseling about the work place is an appropriate type of follow-up service. Follow-up services do not extend the date of exit in performance reporting

References

Workforce Innovation and Opportunity Act of 2014, Section 134(c)(2)(A)(xiii)
20 CFR 678.430(c) and 680.150(c)
Training and Employment Guidance Letter (TEGL) 19-16, Section 4
Training and Employment Guidance Letter (TEGL) 10-16, Section 7

Purpose

The purpose of this policy is to communicate local policy regarding activities that constitute follow-up services for Workforce Innovation and Opportunity Act (WIOA) Title I Adult and Dislocated Worker program exiters. The goal of follow-up services is to ensure job retention, wage gains and career progress for participants who have been referred to unsubsidized employment. Follow-up services provided to system-exited WIOA Title I Adult and Dislocated Worker program participants are non-monetary activities designed to help those individuals retain the unsubsidized employment resulting from the system-related services received.

Policy

Follow-up services can only be provided to WIOA Title I Adult and Dislocated Worker program participants who are placed in unsubsidized employment and have system-exited.

Follow-up services, if requested by exited individuals and determined by the WIOA service provider to be appropriate for those individuals, must be provided for a period of up to 12 months after system-exit (i.e., not more than 12 months). They will follow the steps set forth in

the Virginia Workforce Connection (VaWC) which is completing the quarters after exit. They will follow up at intervals of three (3) months (1st qtr.); six (6) months (2nd qtr.); nine (9) months (3rd qtr.) and finally twelve (12) months (4th qtr.)

WIOA law and regulations define follow-up services as a type of career service, which would typically mean that they can only be provided to participants. However, the U.S. Department of Labor (DOL) has instructed to follow the guidance issued in TEGL 10-16, which states that follow-up services begin after exit.

Follow-up services do not trigger the exit date to change or delay exit for performance reporting as per guidance issued by DOL in TEGL 10-16.

Note: Because follow-up services can only be provided to individuals who have system-exited and supportive services can only be provided to participants, supportive services cannot be provided to individuals as a form of follow-up service.

Follow-up services for system-exited WIOA Title I Adult and Dislocated Worker program participants can include, but are not limited to, two-way exchanges between the WIOA service provider/case manager and either the individual (or his/her advocate) or the individual's employer as follows:

Follow Up Services for Adults & Dislocated Workers

1. Counseling individuals about the workplace;
2. Contacting individuals or employers to verify employment;
3. Contacting individuals or employers to help secure better paying jobs, additional career planning, and counseling for the individual;
4. Assisting individuals and employers in resolving work-related problems;
5. Connecting individuals to peer support groups;
6. Providing individuals with information about additional educational or employment opportunities; and
7. Providing individuals with referrals to other community services.

Crater Regional Workforce Development Board

LWDA-15

Policy Number 2018-03

Effective Date: October 19, 2018

Title: Adult/Dislocated Worker Participant Flow Policy-WIOA

PURPOSE:

The purpose of this policy is to describe the process that allows participants to receive training services as described in the Workforce Innovation & Opportunity Act (WIOA) at the local Career Works Centers.

REFERENCES:

P.L 113-128 Workforce Innovation & Opportunity Act.

POLICY:

Career Services

Adult and Dislocated Worker participants should receive **ALL** five of the following career services:

1. Outreach, Intake, and Orientation to the services available through the one-stop system;
2. Local Labor Market Information;
3. Job Search and Placement Assistance
4. Eligibility Determination - WIOA; and
5. Initial Assessment of skill levels, aptitudes, abilities, and determination of supportive service need;

Once an individual is enrolled/registered for WIOA and begins to receive WIOA career services they become a WIOA participant. The following mandatory career services must be available to all participants who are eventually placed in unsubsidized employment:

Follow-up services are to include counseling regarding the workplace, for a minimum of 12 months following the first day of employment.

Training Services

In order to receive WIOA training services, Adults and Dislocated Workers must be determined WIOA eligible, qualified for services and must meet **ALL** of the following:

1. Are unable to obtain or retain employment through such services (the case file must contain a determination of need for training services as identified in an individual employment plan, comprehensive assessment, and through any other career service received);

and

2. Who after an interview, evaluation, or assessment, and case management, have been determined,

- a. To be in need of training services; **and**
- b. To have the skills and qualifications to successfully participate in the selected program of training services; **and**
- c. To have selected programs of training services that are directly linked to the employment opportunities in the local area involved or in another area in which the adults or dislocated workers receiving such services are willing to relocate;

and

3. Have applied for other grant assistance, including Federal Pell Grants established under title IV of the Higher Education Act of 1965 **and**

- a. Are unable to obtain other grant assistance for such services; **or**
- b. Require assistance beyond the assistance made available under other education, training and employment assistance programs, including Federal Pell Grants; **or**
- c. Are waiting for an application for a Federal Pell Grant to be processed, except that if such individual is subsequently awarded a Federal Pell Grant, appropriate reimbursement shall be made to the local area for such Federal Pell Grant.

and

4. Federal statutory Priority of Services must be considered in the case of adults, but this does not apply to dislocated workers.

Crater Regional Workforce Development Board
Program Revenue & Expenditure Financial Report
As of August 31, 2018

Notice of Obligation	Annual Award	Last Year's	Current Year's	Eligible for
Revenue Sources		Expenditures	Expenditures	Reimbursement
WIOA Programs PY 17 (Expires June 30, 2019)	July 2017-June 2018	07/1/17 - 06/30/18	07/01/18 - 06/30/19	at August 31, 2018
Adm	132,823.30	36,292.06	34,321.57	62,209.67
Adult	432,759.60	116,303.21	38,686.90	277,769.49
DLW	330,360.30	0.00	37,555.94	292,804.36
Youth	432,289.80	0.00	50,854.62	381,435.18
Total	\$1,328,233.00	\$152,595.27	\$161,419.03	\$1,014,218.70
WIOA Programs PY 18 (Expires June 30, 2020)	July 2018-June 2019		07/01/18 - 06/30/19	
Adm	57,827.20		0.00	57,827.20
Adult	66,679.20		0.00	66,679.20
DLW	51,872.40		0.00	51,872.40
Youth	401,893.20		0.00	401,893.20
Total	\$578,272.00		\$0.00	\$578,272.00
Other Progams			07/01/18 - 06/30/19	
LWDA Brand Transistion Plan	16,699.00		2,980.19	13,718.81
Total	\$16,699.00		\$2,980.19	\$13,718.81
Grand Total	\$1,923,204.00	\$152,595.27	\$164,399.22	\$1,606,209.51

Program Years run July 1, 20XX to June 30, 20XX+1; the Board has two years to spend the money (July 1, 20XX to June 30, 20XX+2)

Dollars are spent on a first in, first out basis (PYXX funds are spent before PYXX+1 funds are spent)

All funds are held at the State level (Virginia Community College System (VCCS)). The Board requests reimbursement monthly.

Unspent funds at June 30, 20XX+2 remain with VCCS.

Crater Regional Workforce Development Board

Meeting Schedule 2019

Date	Time	Location
January 17, 2019	8:30 am – 10:30 am	*To Be Determined
March 21, 2019	8:30 am – 10:30 am	*To Be Determined
May 16, 2019	8:30 am – 10:30 am	*To Be Determined
August 15, 2109	8:30 am – 10:30 am	*To Be Determined
October 17, 2019	8:30 am – 10:30 am	*To Be Determined

*It is our intention to rotate the location of the Board meetings among various businesses and agencies throughout the Crater Region. If you would like to host a meeting of the Workforce Board, please contact Recie Small, Operations Director at 804.835.5105 or at rsmall@vcwcraterregion.com.

Crater Regional Workforce Development Board

LWDA-15

Policy Number 2018-001

Effective Date: October 19, 2018

Title: Limited English Proficiency Policy

EXECUTIVE SUMMARY

This policy provides the guidance and establishes the procedures regarding the prohibition against national origin discrimination as it affects persons with Limited English Proficiency (LEP). This policy applies to Local Workforce Development Areas (Local Areas) and other *Workforce Innovation and Opportunity Act* (WIOA) Title I grant recipients. This policy is effective immediately.

This policy contains no state-imposed requirements.

This Directive finalizes Workforce Services Draft Directive *Limited English Proficiency* (WSDD-168). This policy supersedes Workforce Services Directive *Limited English Proficiency* WIAD04-20, dated May 12, 2005. Retain this directive until further notice.

REFERENCES

- WIOA (Public Law 113-125) Section 188
- Title 29 *Code of Federal Regulations* (CFR) Part 38
- [Department of Labor \(DOL\) Training and Employment Notice \(TEN\) 28-16](#), Subject: *Best Practices, Partnership Models, and Resources Available for Serving English Language Learners, Immigrants, Refugees, and New Americans* (January 9, 2017)

BACKGROUND

The nondiscrimination and equal opportunity provisions found in Section 188 of WIOA and 29 CFR Part 38 prohibit discrimination on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, transgender status, and gender identity), national origin (including LEP), age, disability, or political affiliation or belief, or, for beneficiaries, applicants, and participants only, on the basis of citizenship status or participation in a WIOA Title I-financially assisted program or activity.

POLICY AND PROCEDURES

National origin discrimination now includes LEP under 29 CFR Section 38.9 and specifically states that in providing any aid, benefit, service, or training under a WIOA Title I-financially assisted program or activity, a recipient must not, directly or through contractual, licensing, or other arrangements, discriminate on the basis of national origin, including LEP. Additionally, 29 CFR Section 38.41 added “LEP and preferred language” to the list of categories of information that each recipient must record about each applicant, registrant, eligible applicant/registrant, participant, and terminee.

Definitions

For the purposes of this Directive, the following definitions apply:

Babel Notice – a short notice included in a document or electronic medium (e.g. web site, “app,” email) in multiple languages informing the reader that the communication contains vital information, and explaining how to access language services to have the contents of the communication provided in other languages (29 CFR Section 38.4[i]).

Employment-related training – training that allows or enables an individual to obtain skills, abilities and/or knowledge that are designed to lead to employment (29 CFR Section 38.4[t]).

LEP individual – an individual whose primary language for communication is not English and who has a limited ability to read, speak, write, and/or understand English. An LEP individual may be competent in English for certain types of communication (e.g., speaking or understanding), but still be LEP for other purposes (e.g., reading or writing) (29 CFR Section 38.4[hh]).

LEP Plan – A written language access plan which assists in ensuring that LEP individuals have meaningful access to WIOA Title I-financially assisted programs and activities (29 CFR Section 38.9 Appendix).

Meaningful Access – Language assistance that results in accurate, timely, and effective communication at no cost to the LEP individual. For LEP individuals, meaningful access denotes access that is not significantly restricted, delayed, or inferior as compared to programs or activities provided to English proficient individuals.

Primary language – An individual’s primary language is the language in which an individual most effectively communicates, as identified by the individual.

Reasonable Steps to Ensure Meaningful Access for LEP Individuals

Local Areas are required to take reasonable steps to ensure that LEP individuals have meaningful access to their programs and activities. Reasonable steps may include, but are not limited to, the following:

- Conducting an assessment of an LEP individual to determine their language assistance needs.
- Providing oral interpretation or written translation of both hard-copy and electronic materials, in the appropriate non-English languages, to LEP individuals.
- Conducting outreach to LEP communities to improve service delivery in needed languages.

(29 CFR Section 38.9[b][1])

Reasonable steps for providing meaningful access to training programs may include, but are not limited to the following:

- Written training materials in appropriate non-English languages by written translation, or by oral interpretation, or summarization.
- Oral training content in appropriate non-English languages through in-person or telephone translation.

(29 CFR Section 38.9[b][2][i][ii])

Furthermore, Local Areas should ensure that every program delivery method, whether it be in person, electronic, or by phone, conveys in the appropriate language how an LEP individual may effectively learn about, participate in, and/or access any aid, benefit, service, or training available to them. It should also be noted that as new methods for the delivery of information or assistance are developed, Local Areas are required to take reasonable steps to ensure that LEP individuals remain able to learn about, participate in, and/or access any aid, benefit, service, or training available to them (29 CFR Section 38.9[c]).

Language Assistance Services

Language assistance generally comes in two forms: oral interpretation or written translation. Local Areas must ensure that above all, these services are free of charge and provided in a timely manner. An LEP individual must be given adequate notice about the existence of interpretation and translation services and that they are available free of charge. Language assistance will be considered timely when it is provided at a place and time that ensures equal access and avoids the delay or denial of any aid, benefit, service, or training (29 CFR Section 38.9[d] and [e]).

Interpreter Services

Local Areas shall not require an LEP individual to provide their own interpreter. Furthermore, Local Areas shall not rely on an LEP individual's minor child or adult family or friend to interpret or facilitate communication, except for the following circumstances:

- In emergency situations while awaiting a qualified interpreter.
- When the information conveyed is of minimal importance to the services to be provided.
- When an LEP individual specifically requests that an accompanying adult provide language assistance and they agree to provide assistance to the individual. If a Local Area permits an accompanying adult to serve as an interpreter for an LEP individual, it must make and retain a record of the LEP individual's decision to use their own interpreter.

Finally, where precise, complete, and accurate interpretations or translation of information and/or testimony are critical for adjudicatory or legal reasons, Local Areas can still provide their own, independent interpreter, even if an LEP individual wants to use their own interpreter as well. This also applies in cases where the competency of the interpreter requested by the LEP individual is not established.

(29 CFR Section 38.9[f])

Concerning Vital Information

For languages spoken by a significant portion of the population eligible to be served or likely to be encountered, Local Areas must translate vital information in written materials into these languages. These translations must in turn be readily available upon request in hard copy or electronically. Written training materials offered or used within employment-related training programs (see definitions section) are excluded from these translation requirements. However, in all cases, Local Areas must take reasonable steps to ensure meaningful access for LEP individuals.

For languages not spoken by a significant portion of the population eligible to be served or likely to be encountered, Local Areas must take reasonable steps to meet the particularized language needs of LEP individuals who seek to learn about, participate in, and/or access the aid, benefit, service or training that is available to them. Vital information may be conveyed orally if not translated.

Local Areas must also be sure to include a Babel Notice, indicating that language assistance is available in all communications of vital information. This includes letters or decisions in hard-copy or electronic formats.

(29 CFR Section 38.9[g]).

Finally, to the extent otherwise required by 29 CFR Part 38, once a recipient becomes aware of the non-English preferred language of an LEP beneficiary, participant, or applicant for aid, benefit, service, or training, the recipient must convey vital information in that language.

(29 CFR Section 38.9[h])

Developing a Written LEP Plan

In order to ensure that reasonable steps are taken to allow meaningful access for LEP individuals, the state highly recommends that Local Areas develop a written LEP plan. Local Areas that develop, implement, and periodically revise an LEP plan are more likely to fulfill their obligation of taking reasonable steps to ensure meaningful access to programs and activities by LEP individuals. Furthermore, developing and implementing an LEP plan has many benefits, including providing Local Area staff with a roadmap for establishing and documenting compliance with nondiscrimination obligations and ensuring that LEP individuals receive the necessary assistance to participate in the programs and activities of a Local Area.

When developing an LEP plan, Local Area staff should address the following elements as they provide a clear framework that will ensure meaningful access to LEP individuals:

- The process the Local Areas will use to determine the language needs of individuals who may or may seek to participate in programs and activities (self-assessment or needs - assessment) that receive financial assistance under WIOA Title I.
- The results of assessment (e.g., identifying the LEP populations to be served by the Local Area).
- Timelines for implementing the LEP plan.
- All language services to be provided to LEP individuals.
- The manner in which LEP individuals will be advised of available services.
- Steps LEP individuals should take to request language assistance.
- The manner in which Local Area staff will provide language assistance services.
- What steps must be taken to implement the LEP plan (e.g., creating or modifying policy documents, employee manuals, employee training material, posters, web sites, outreach material, contracts, and electronic and information technologies, applications, or adaptations).
- The manner in which Local Area staff will be trained.
- Steps the Local Area will take to ensure quality control, including monitoring implementation, establishing a complaint process, timely addressing complaints, and obtaining feedback from stakeholders and employees.
- The manner in which the Local Area will document the provision of language services.
- The schedule for revising the LEP plan.
- The individual(s) assigned to oversee implementation of the LEP plan (e.g., LEP Coordinator or Program Manager).
- Allocation of resources to implement the LEP plan.

It should be noted that the elements of a successful LEP plan are not fixed and must be tailored to the Local Area's specific programs and activities. Over time, LEP plans will need to be revised to reflect the following:

- New recommendations and government guidance.
- Changes in the Local Area's operations as well as the experiences and lessons learned.
- Changing demographics.
- Stakeholder and beneficiary feedback. (29 CFR Section 38.9 appendix)

For additional information on best practices and resources for serving individuals with substantial cultural and language barriers to employment, Local Areas are encouraged to review [DOL TEN 28-16](#).

ACTION

Please bring the directive to the attention of all relevant parties.

Crater Regional Workforce Development Board
Board Meeting
October 18, 2018

Board Staff Reports

Executive Director:

- **Youth Services RFP** – At their 9/10/18 meeting, the CEOs approved moving forward with contract negotiations for Pathways-VA, Inc. to be the next Youth Services Provider. Negotiations are underway. The process is on track for a contract to be in place November 1, 2018. This will facilitate a seamless transition from the current contract (terminating 10/31/18) to the new contract with no cessation of service.
- **2018 monitoring** – Approximately 75% of the findings/concerns noted in the Monitoring Report have been corrected. Plans to complete the remaining corrections are in place.
- **Rebranding project** – A number of collateral items have been completed and are in use. All changes are on track to be completed prior to the end of the calendar year. We have requested the first reimbursement of funds from the VCCS Rebranding Grant.
- **Forensic Audit** – The City of Petersburg is currently engaged in the procurement process to determine which firm will perform the audit.

Operations Director:

- **Policies** – A number of WIOA and EO policies have been created or updated to address monitoring concerns.
- **Service Provider Monitoring** – An internal monitoring of the WIOA Adult/Dislocated Worker Service, Youth Service and Training Providers will be conducted the first two weeks of November.
- **Adult/Dislocated Workers Services** – Job Assistance Center has several participants in different stages of eligibility at this time. Also, at this time there are about 15 currently enrolled in training and 5 preparing to start a training.
- **Youth Services** – Pathways currently has 7 new enrollments and 7 participants at various stages of eligibility. They are continuing to reach out to all localities and attending recruitment events to reach youth in the Crater Region.

Finance Director:

- Financial Report is on a separate spread sheet with the Board packet

Crater Regional Workforce Development Board

LWDA-15

Policy Number 2018-07

Effective Date: October 19, 2018

Title: WIOA Confidentiality Policy

Purpose

This policy is to define and communicate the Crater Regional Workforce Development Board's (CRWDB) commitment to protecting the confidentiality of Workforce Innovation & Opportunity Act (WIOA) participants.

Policy Statement

It is the policy of the CRWDB to protect the confidentiality of all WIOA participant information.

Maintenance and Release of Data: WIOA Service Providers must collect data in order to document eligibility and provide services for WIOA programs. The CRWDB, WIOA Service Providers and subcontractors will make every effort to collect and store data in a manner that ensures it will not be accessible to anyone without authorized access. Data collected will only be used to document eligibility or provide a WIOA service. Any other use of customer data will require written consent from the customer or customer's parent/legal guardian. Upon request, data can be released to the subject of the information.

Access to Data: Upon request, WIOA Service Providers shall make available to the CRWDB designated agents, the Virginia Community College System (VCCS) and its designated agents, as well as to government authorities and its designated agents, access to all documents and working papers. Access includes the right of designated agents to obtain copies of working documents, as is reasonable and necessary to determine compliance with and ensure enforcement of the provisions of the Workforce Innovation & Opportunity Act.

Disclosure of Individual Identity: The identity of any individual who furnishes information relating to an investigation, compliance review, or customer satisfaction survey, including the identity of any individual who files a complaint, must be kept confidential to the extent possible, consistent with a fair determination of the issue. If it is deemed necessary to disclose an individual's identity, this individual must be protected from retaliation.

Crater Regional Workforce Development Board

LWDA-15

Policy Number: 2018-04

Replaces Policy Number: 2016-016

Effective Date: October 19, 2018

Title: WIOA Participant Supportive Services

Background:

The Workforce Innovation and Opportunity Act (WIOA) provides program guidelines for supportive services for adults and dislocated workers defined in WIOA Sections 3(59) and 134(d)(2) and (3). These include services such as transportation, child care, dependent care, housing, and assistance with uniforms and other appropriate work attire and work-related tools, including such items as eye glasses and protective eye wear, and NRP needed to enable individuals to participate in WIOA Title I activities. Supportive services for youth as defined in WIOA Section 129(c)(2)(G) can additionally include assistance with educational testing, reasonable accommodations for youth with disabilities, and referrals to health care

(2) SUPPORTIVE SERVICES.—Funds allocated to a local area for adults under paragraph (2)(A) or (3), as appropriate, of section 133(b), and funds allocated to the local area for dislocated workers under section 133(b)(2)(B), may be used to provide supportive services to adults and dislocated workers, respectively—and (A) who are participating in programs with activities authorized in paragraph (2) or (3) of subsection (c); and (B) who are unable to obtain such supportive services through other programs providing such services.

References:

- Supportive Services:
WIOA Section 3(59)
WIOA Section 134(d)(2) – Adults and Dislocated Workers
Proposed 20 CFR 680.330, 680.900, 680.910, and 680.920 – Adults and Dislocated Workers
WIOA Section 129(c)(2)(G) – Youth
Proposed 20 CFR 681.570 – Youth
- Need Related Payments:
WIOA Section 134(d)(3) – Adults and Dislocated Workers
Proposed 20 CFR 680.300, 680.930, 680.940, 680.950, 680.960, and 680.970 – Adult and DW
Proposed 20 CFR 681.570 – Youth

Purpose

The purpose of this policy is to clarify local procedures for providing supportive services to Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Workers and Youth Customers. Supportive services may be made available to eligible Workforce Innovation & Opportunity Act (WIOA) participants. Said payments will be administered by WIOA Service Providers and will be based on individual need. In each case, the need will be documented in the participant's file and must be recorded on the Individual Service Strategy/Employability Development Plan Form as the result of a pre-approved objective assessment. The Crater Regional Workforce Development Board (CRWDB) has set a limit of \$2,000.00 per participant for supportive services.

Policy

The Crater Regional Workforce Development Board (CRWDB) has developed this policy to ensure resource and service coordination in LWDA XV. Supportive services must be necessary to the success of the participant's individual employment plan and beyond the ability of the customer to pay. Supportive services are not entitlements and shall be provided to customers on the basis of a documented financial assessment, Individual circumstances, and/or the absence of other resources and funding limits. Supportive services may be provided in the form of in-kind or cash assistance. They shall be for the actual costs up to the established limits indicated in this policy. All exceptions to the limits established in this policy shall be requested of the CRWDB Executive Director in writing, via the Program Coordinator or the Operations Director.

Procedures (for all supportive services)

- Supportive services shall be provided only when they are necessary to enable an individual to participate in WIOA activities.
- Supportive services shall be provided to customers who cannot obtain supportive services through other programs or partner agencies who offer similar assistance; record of non-availability of supportive services through other agencies shall be documented in customer's case management record.
- Costs for supportive services must be reasonable, necessary, and allowable under federal and state guidelines.
- Eligible customers may receive supportive services throughout the period the customer is enrolled in WIOA and up to a maximum of one year after exiting (with the exception of needs-based payments).

- Supportive services must be documented in the customer's file and include justification for supportive services, amount of planned funding, and proof that services were received.
- A Requisition for Payment shall be submitted to the CRWDB Fiscal Director for payment of all supportive services; the Requisition shall be signed by the customer's assigned case manager and the designated WIOA coordinator.

1. *Travel** - Mileage reimbursement may be paid for travel to and from the training facility or job interviews at a rate of \$0.35 per mile from the participant's home, the need for reimbursement of the participant must be documented in the participant's case file. MapQuest printouts must be attached showing miles traveled. In all cases, transportation should be explored from other sources prior to being provided by WIOA funds. The maximum per week allowance shall not exceed \$75.00. Program providers who have participants that travel unusually long distances to and from a training facility may request to exceed this limit by submitting the request in writing to the Executive Director or the Operations Director of the CRWDB. Reimbursement will not exceed \$350.00 per week and \$2,000.00 per participant.
2. *Child Care*- Child Care payments are available for participants in WIOA approved training. In order to receive child care payments, the participant must show evidence of need, and the child care provider must be on the Virginia Department of Social Services State Approved Child Care Provider list. The maximum allowance is \$30.00 per day (receipts required).
3. *Clothing/Uniforms* – Training uniforms or appropriate work clothing required may be available for participants. The maximum allowance for clothing/uniforms is \$500.00.
4. *Tools/Safety Equipment* – In order to receive assistance with training/work-related tools, the participant must show evidence of need and the inability to pay for the items themselves. The maximum allowance for tools/safety equipment is \$300.00.
5. *Medical* – Medical supportive services may be provided if they are not available through no cost clinics and social services. The maximum allowance for medical supportive services is \$350.00.
6. *Job Search Allowance* - Funds may be made available to participants to go on out-of-area job interviews. Job search expenses must be approved by the case manager in advance, the need for reimbursement of the participant must be documented in the participant's case file. Said expenses will be reimbursed at a rate not to exceed \$0.35 per mile for private vehicles. Reimbursement of interviews may also include overnight lodging, parking fees, tolls and meals with necessary. Receipts must be submitted with the reimbursement form. A maximum of two (2) interviews with any one employer are allowed. Reimbursement will not exceed \$200.00 per qualified interview.

- a. *Travel – MapQuest printout is required for all travel. All mileage must be documented for accounting and audit purposes. Other forms of transportation such as public transportation, taxis, etc. can be used; however, receipts will be required for reimbursement.
- b. **Meals - \$35.00 per day (receipts required) Meals, excluding alcoholic beverages, may be reimbursed. To qualify for reimbursement for breakfast and dinner expenses, the traveler must be staying overnight.
- c. Lodging - \$75.00 per day (receipts required)

Any supportive service expenses that exceed the policy limits must be approved in advance by the Executive Director or the Operations Director of the CRWDB. Request to exceed the policy limits must be submitted in writing.

The maximum dollar amounts listed above for clothing/uniforms, tools, safety equipment and medical are for the total single length of WIOA participation for each participant.

Other supportive services that may assist the participant with their training will be provided on an individual case-by-case basis. Each situation will be evaluated as the need arises and determination on whether support is required will be reviewed by the WIOA Service Provider and then submitted to the CRWDB Executive Director or Operations Director in writing.

At a minimum, WIOA Service Providers funded by the CRWDB will:

- Utilize internal controls that result in equitable treatment for all WIOA participants;
- Utilize CRWDB forms for documentation requirements and ensure appropriate documentation is maintained in each participant file;
- Assure coordination with other community resources and ensure this is documented in each participant file for each supportive service request;
- Define how information is maintained regarding the availability of supportive services in the local area, as well as the procedure for referral to those services. This may be through a participant orientation process or providing access to electronic or printed community resource directories and information;
- Establish reasonable limits for supportive service types.
- Utilize CRWDB procedures for approval to exceed limits due to special circumstances. Procedures should be based on individual circumstance and be determined on a case-by-case basis;
- Review the limits periodically to ensure adequacy of the amount and the availability of budget;
- Track all supportive services expenditures and maintain a record of spending in each participant file; and
- Ensure that all supportive services provided to a participant are recorded in VAWC

Crater Regional Workforce Development Board

LWDA-15

Policy Number 2018-06

Effective Date: October 19, 2018

Title: Youth Follow-Up Services

Background:

Follow-up services must be provided as appropriate for participants who are placed in unsubsidized employment, for up to 12 months after the first day of employment. Counseling about the work place is an appropriate type of follow-up service. Follow-up services do not extend the date of exit in performance reporting.

Purpose

The purpose of the Youth Follow Up policy is to provide guidance to service providers on the follow up references as required under the Workforce Innovation and Opportunity Act (WIOA) for youth participants exited from program services.

Reference

Workforce Innovation and Opportunity Act, July 22, 2014, sections: 3(59) and 129 (c)(2)(G)
Workforce Innovation and Opportunity Act Proposed Regulations sections: 681.580; 681.520; 861.570

Policy

Follow-up services are critical services provided following a youth's exit from the program to help ensure the youth is successful in employment and/or post-secondary education and training.

Staff responsible for WIOA funded Youth Services, must ensure follow up services are appropriately provided and documented.

Procedures

All youth will receive 12 months of follow-up services after their exit from WIOA. Monthly, not less than one case note describing the follow-up services that each exited youth has received during the past month will be entered into the Virginia Workforce Connection system (VAWC).

The follow-up services that a youth receives will be based on the individual needs of the youth. Those services may include the following (from WIOA Regulations Sec. 681.580):

1. Leadership development and supportive services listed in WIOA Regulations Sec. 681.520 and Section 681.570 (see Definitions);
2. Regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise;
3. Assistance in securing better paying jobs, career development and further education;
4. Work-related peer support groups;
5. Adult mentoring; and
6. Tracking the progress of youth in employment and training.

All youth participants must receive some form of follow-up services for a minimum duration of 12 months, as required by WIOA Regulations 664.450; and case notes will sufficiently describe the follow-up service provided.

Definitions

Section 681.520 Leadership Development:

Leadership development opportunities are opportunities that encourage responsibility, employability, self-determination, and other positive social behaviors such as:

- (a) Exposure to postsecondary educational opportunities;
- (b) Community and service learning projects;
- (c) Peer-centered activities, including peer mentoring and tutoring;
- (d) Organizational and team work training, including team leadership training;
- (e) Training in decision-making, including determining priorities and problem solving;
- (f) Citizenship training, including life skills training such as parenting, work behavior training;
- (g) Civic engagement activities which promote the quality of life in a community; and
- (h) Other leadership activities that place youth in a leadership role such as serving on youth leadership committees, such as a Standing Youth Committee. [WIOA sec. 129(c)(2)(F)].

Section 681.570 Supportive Services:

Supportive services for youth, as defined in WIOA section 3(59), may include the following:

- (a) Linkages to community services;
- (b) Assistance with transportation;

- (c) Assistance with child care and dependent care;
- (d) Assistance with housing;
- (e) Needs related payments;
- (f) Assistance with educational testing;
- (g) Reasonable accommodations for youth with disabilities;
- (h) Referrals to health services; and
- (i) Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eye glasses and protective eye gear [WIOA sec. 129(c)(2)(G)].

Crater Regional Workforce Development Board

Board Meeting

October 18, 2018

Tabernacle Community Life Center
444 Halifax St.
Petersburg, VA 23803
8:30 a.m. – 10:30 a.m.

AGENDA

1. Call to order	Chris Johnson
a. Roll Call	
2. Public Comment	Chris Johnson
3. *Approval of Agenda	Chris Johnson
4. *Consent Agenda	Chris Johnson
a. August 16, 2018 Board Meeting Minutes	
b. Limited English Proficiency Policy	
c. Monitoring Policy	
d. Accessibility and Reasonable Accommodation Policy	
e. Participant-Flow Policy	
f. Participant Supportive Services Policy	
g. Adult/Dislocated Worker Follow-up Services Policy	
h. Youth Follow-up Services Policy	
5. Business Services and Outreach Committee "Kickoff"	Bruce Sobczak
6. *Board Meeting Schedule – 2019	Chris Johnson
7. Board Committee Reports	Chris Johnson
a. Business Services – Bruce Sobczak	
b. Youth Services – George Lyons	
c. Outreach – Keith Boswell	
8. Board Staff Reports	Chris Johnson
a. Board Member questions/comments	
9. *Adjourn	

*Denotes action needed

Please note: If you are interested in hosting a Board a meeting of the Board in 2019, please contact Recie Small at 804.835.5105 or rsmall@vcwcraterregion.com