Columbia-Greene Workforce New York Career Center
Policy Manual –

Policies: 100 - 199: Workforce Information Services

Policy #: 100 **Title: Greeting Customers – Walk-ins and Phone Calls**

Effective Date: 7/01/06
Amended Date: 12/05/06
1/02/07
11/9/07

Policy Description: The Greeter is defined as the first person a customer speaks with when they walk into the Career Center or call the Center. The Greeter is responsible for determining where the customer should be directed and if the customer has completed the appropriate paperwork for the service being requested.

Reference Documents: TEGL 17-05
TA 06-3.2

Procedures:
When a customer walks in to the Center, the Greeter should say, "Hi. May I help you?" When a customer phones the Center, the phone should be answered with this standard greeting, "Workforce New York. May I help you?

Based on the customer's response, one of the following actions should be taken:

- If the customer indicates that this is their first visit or phone call to the Career Center then the Greeter should say, "Let me find an Employment Advisor you can speak with. They will explain to you the services we have available that can help you out."
- If the customer indicates that they have an appointment with a staff member or wants to speak with a staff member located at the Career Center then the Greeter should notify that staff member.
- If the customer is a walk-in and indicates that they have been using the Career Resource Room and wishes to do so again, the Greeter should determine how long it has been since the customer has been to the Center.
    - A customer who has received a service within the last ninety days can go directly to the Resource Room.
    - A customer who has not received a service in the last ninety days needs to speak to an Employment Advisor. The customer should be allowed to use the Resource Room while their OSOS records are accessed by an Employment Advisor. The Employment Advisor will then conduct an assessment review to determine any change in the customer's status and any needs for additional services.
    - If the customer is not registered in OSOS then an Employment Advisor should be informed, so they can speak with the customer and insure proper registration.
- If the customer indicates that they are contacting us regarding the Unemployment Insurance (UI) program then the procedures outlined in Policy 100.1 should be followed.

Standards for Telephone/Voicemail Communications: Customers have a right to expect that we will always be helpful and responsive, keep them informed and communicate clearly with them at all times.

- The phone will be answered promptly, within three rings.
- Calls will be answered in a courteous manner (with a smile). If the person they wish to speak to is not available, we will take a message and arrange for the call to be returned by them or some other suitable person.
- A person, not voicemail, will answer calls at the main number to our office.
- The staff member answering the phone will listen and understand the nature of the requests before transferring the calls, inform the callers where they are being transferred to, and provide them with the phone number (extension) of the person to whom they are being transferred.
- The person answering will, before transferring the call, provide the option to go to voicemail or take a message.
- Voicemail messages will be acknowledged within 24 hours.
- The outgoing voicemail message will be kept current, and the voicemail message will be changed on days the center is closed.
- The voicemail message gives an optional phone number to call.
- If there is a person at a counter and the phone rings, the employee will acknowledge the customer at the counter, answer the telephone, tell the caller that a customer is waiting, and give the caller the option of being put on hold or having their call returned.
- When customers call and ask for a specific department, they will be transferred to the appropriate department and will be given the telephone number in the event they are disconnected.
- There will always be telephone coverage during business hours.
- All incoming phone calls coming from external sources will be answered with the following greeting: Workforce New York, may I help you?"
- Staff will leave their full names, departments, phone numbers, and times available when leaving messages for customers.

Standards for Face to Face Interactions: Customers have a right to expect that Career Center staff will be welcoming, courteous, fair and respectful.

- A timely, courteous acknowledgement, such as eye contact or a positive indication that the staff member knows they are there, especially if the staff member is on the phone or with another customer.
- Within ten minutes of walking in customers will have either the information or the help they need.
- Customers will be seen within ten minutes of their scheduled appointment time (or within ten minutes of their arrival if the customer is delayed) by the person with whom they have an appointment.
- If a customer does not have an appointment we will ensure that the customer is able to speak with someone within ten minutes who is able to discuss their query.
- Employees will listen to customers' requests/questions and ask for clarification if needed.
- Customers will be treated with courtesy and respect.
- Customers will receive helpful, knowledgeable, and accurate information.

Policy #: 100.1 **Title: Greeting Customers with UI Questions**

Effective Date: 1/2/07
Amended Date: 7/21/08
5/20/10

Policy Description: The Unemployment Insurance program is managed at the State level, however, many residents still consider the Career Center their source for UI information. Special attention needs to be taken with customers contacting us regarding the Unemployment Insurance (UI) program. The Greeter must recognize that people filing for or receiving UI have just lost their job and can be emotionally vulnerable. This emotional state can present itself as anger or short-temperedness.

Reference Documents: TEGL 17-05
TA 06-3.2

Procedures:

- If the customer is *seeking information* regarding Unemployment Insurance, such as:
    - Filing a new claim,
    - A question about their current claim, or
    - The status of their current claim

  Then, they should be told they can either call the telephone claims center or visit the website claims center:
    - Telephone Claims Center: Toll Free: 1-888-209-8124
    - Web Site Claims Center: https://ui.labor.state.ny.us

  If the customer wants to know if they are eligible for UI then they should be told that the basic eligibility rule is as follows:
    - You must have worked two quarters in the last five quarters. **Note:** There are four quarters in a year. Each is three months long: January – March, April – June, July – September, October – December.

  If the customer wants additional eligibility information then they should be told that:
    - Eligibility for UI is based on a number of different factors, with numerous rules, and that the only way to know if they are going to be eligible is to apply through the Claims Center. Explain that we do not want to give out incorrect information, so we really can't answer any other questions.

  If they are a walk-in customer they should be given the UI brochure and offered the Resource Room as a space where they can contact UI.

- If the customer *has a complaint* about dealing with the UI Claims Center, and the customer is:
    - A walk-in customer then the customer should be referred to an Employment Advisor who will determine if the customer can use the UI "Bat Phone".
    - Calling on the phone then it should be explained that we really have no way to help them over the phone. However, if they want to come into the Career Center

then we can hook them up with the UI “Bat Phone”.If the telephone customer is not satisfied with the above offer of help then the customer should be told that they will be transferred to an Employment Advisor from DOES who will speak with them.

- If the customer has a question regarding their debit card then they should be referred to an Employment Advisor. This covers both walk-ins and phone calls.

Policy #: 101 **Title: Service Explanation for New Customers – Walk-ins**

Effective Date: 7/01/06

Amended Date:

Policy Description: All customers, upon their first visit to the Career Center, will speak with an Employment Advisor and be provided information regarding the services available at the Career Center. It must be determined if the customer is seeking access only to the self-help services or if they are seeking staff assistance to help them reach their employment goal.

Reference Documents: TEGL 17-05
TA 06-3.2

Procedures:
Without asking the customer any personal questions about why they have come to the Career Center, the customer should be provided with a verbal explanation of the job search, career planning, and training services that the Center provides. The customer should be told that if they are currently unemployed and would like assistance in finding a job or if they are currently employed and want to explore different opportunities then we can provide assistance to help them do that.

The customer should be told that they can use the self-help services available in the Career Resource Room, without an appointment, any time the Career Center is open. They should also be told that there is a workshop they can attend that will provide information about the local labor market and how to use the self-help services that are available.

The customer should then be asked if they would like assistance in finding a new job.

Policy #: 101.1 **Title: Service Explanation for New Customers – Phone Calls**

Effective Date: 7/01/06

Amended Date:

Policy Description: All customers, when they first call the Career Center to inquire about services, will speak with an Employment Advisor and be provided information regarding the services available at the Career Center. It must be determined if the customer is seeking access only to the self-help services or if they are seeking staff assistance to help them reach their employment goal.

Reference Documents: TEGL 17-05
TA 06-3.2
OSOS Form
Job Matching Skills Form
Appointment Letter

Procedures:

Without asking the customer any personal questions about why they have called the Career Center, the customer should be provided with a verbal explanation of the job search, career planning, and training services that the Center provides. The customer should be told that they can use the self-help services available in the Career Resource Room, without an appointment, any time the Career Center is open. The customer should be told that if they would like assistance:

- In the overall skills needed in finding a job and our local labor market, then they should attend Career Development Workshop I
- In figuring out what they want to do, then they should attend the Career Development Workshop II for Choices
- In writing a resume, then they should attend the Resume Workshop
- In practicing job interviews, then they should attend the Interviewing Skills Workshop
- In obtaining financial aid for training then they must attend Career Development Workshop I
  It should then be explained that once they attend the appropriate workshop they will then have the opportunity to meet with an Employment Advisor or Career Counselor to discuss next steps.

Customers whose work schedules do not permit attendance at a workshop should be provided with an appointment with an Employment Advisor.

Customers' name, address, and phone number should be collected and an Appointment letter, OSOS form, and Job Matching Skills Form should be sent in the mail to all customers signed up for any of the above workshops. The same should be done for customers making individual appointments, if the appointment is at least 5 days away.

Policy #: 102 **Title: Registering Customers - Self-Help**

Effective Date: 7/01/06

Amended Date:

Policy Description: To avoid unnecessary data collection, self-help customers will only be required to provide minimum documentation before they can utilize the Career Resource Room.

Reference Documents: TEGL 17-05
TA 06-3.2
Membership Form

Procedures: Customer should be provided with the Membership form which will generate a swipe card and OSOS registration. Once the form is completed the customer should be brought to the Resource Room or informational workshop and introduced to the staff member on duty as a new customer.

The membership form should be given to the clerk-typist and/or agency services representative for data entry into both the swipe card system and OSOS.

Policy #: 102.1 **Title: Registering Customers - Staff Assisted, Walk-ins**

Effective Date: 7/01/06

Amended Date: 10/10/10

Policy Description: All customers seeking staff assisted services will complete an OSOS form and Job Matching Skills Form before accessing other services.

Reference Documents: TA 06-3.2
TEGL 17-05
IHF-OSOS Form
IHF – Supplemental Questionnaire
IHF-Job Matching Skills Form
IHF-WIA Complaint/Discrimination Procedures

Procedures: Customer should be provided with the OSOS Form, the Supplemental Questionnaire, and the Job Matching Skills Form which must be completed and submitted before the customer leaves the Center. Employment Advisors can either have the customer complete the forms on their own and then meet with the customer to discuss their situation, or they can assist the customer in completing the forms and discuss their answers as part of the form completion process.

The completed forms should be used to conduct the Initial Assessment Interview by an Employment Advisor.

The customer should also be provided with a copy of the WIA Complaint/Discrimination Procedures form at the end of the interview, which should be noted in the Staff Use Only section of the OSOS form.

Policy #: 102.2 **Title: Registering Customers – Group Orientations/Workshops**

Effective Date: 7/01/06

Amended Date: 7/27/06
1/20/09
3/27/09

Policy Description: All customers attending a workshop should have already had an Initial Assessment. However, for those customers who manage to by-pass procedures, an Initial Assessment must be completed within one business day.

Reference Documents: TA 06-3.2
TEGL 17-05
Membership Form
OSOS Form
Job Matching Skills Form

Procedures:

- At the beginning of the workshop all attendees will sign in & be asked if they have a Workforce Card. If they have a card it will be assumed they have had an Initial Assessment.
- If customers do not have a card, but they say they have filled out the OSOS registration form, then the Greeters will be notified and a card will be issued (usually) by the end of the workshop.
- If customers state that they have not completed an OSOS registration form, then they will complete the form before they leave the workshop. The OSOS forms will be distributed equally to Employment Advisors responsible for Initial Assessment. Advisors will contact these customers by phone to complete the initial assessment. Advisors will then data enter the information into OSOS and email the workshop facilitator that everything is complete. The customer's Workforce Card will be issued the next time they come to the Career Center.
- Upon OSOS data entry of customers' attendance at the workshop, it may be discovered that some customers have not had a recent initial assessment. These people's names and NY# will be distributed equally to Employment Advisors responsible for Initial Assessment. Advisors will contact customers by phone to complete an up-to-date initial assessment and enter the activity into OSOS. The Advisor will then email the Workshop Leader so that the workshop activity can be data entered into OSOS)

Policy #: 102.3 **Title: Registering Customers – Unemployment Insurance Claimants**

Effective Date: 7/01/06

Amended Date: 7/27/06
11/20/06
6/25/07
10/10/10

Policy Description: It is required that the Career Center obtain information from every UI claimant that will enable professional staff to assess re-employment needs and/or barriers as early in the claims process as possible.

Reference Documents: TA 06-3.2
TEGL 17-05
OSOS Form
Supplemental Questionnaire
Job Matching Skills Form
Initial Assessment Form
Regional UI Reemployment Plan Fall 2006

Procedures: When a customer's name appears as a new UI claim applicant in REOS they will be mailed a letter informing them that they are required to come to the Career Center. Their appointment date will be on the 2nd Tuesday or Wednesday from the date their UI claim application appears in REOS (this will insure that we will meet NYS DOL's requirement that customers are seen within the 14 day time period). Customers will be given a two hour time frame, either in the morning or in the afternoon, in which to report on their appointment date.

Included with the appointment letter, the customer will also be sent an OSOS registration, Supplemental Questionnaire, job matching, and Initial Assessment form. They will be told to bring the completed forms with them to their appointment. This information will provide enough detail for the claimant to become a registered customer, while also providing staff with basic information to begin an initial assessment on the customer's employment needs.

When the customer shows on their appointment date, they will be logged into the REOS appointment book and the Greeter will quickly review the customer's forms to ensure they are complete. Once the forms are in order, the Greeter will introduce the customer to one of the Employment Advisors on the Workforce Information Services Team. The Greeter will make every effort to ensure that each Employment Advisor sees an equal number of customers on any given day.

If the customer does not come to their first appointment, they will be sent another letter rescheduling them 12 days (a Tuesday, which will again insure that we will meet NYS DOL's requirement that customers are seen within the 14 day time period) from the time of their first appointment. All customers will be provided with a two hour time bracket in either the morning or afternoon in which they must report. When they come to their appointment the process will follow the same steps as described above.

If the customer does not appear during their scheduled time then they will have a "failure to report" notice attached to their UI claim. They will also be sent a second letter informing them that they have been rescheduled to come on the next Tuesday morning or afternoon. A second failure to show will result in a second UI "failure to report".

Policy #: 102.4 **Title: Registering Customers – Worker's Compensation**

Effective Date: 11/29/10

Amended Date:

Policy Description: Customer's who are walk-ins and are dealing with Worker's Compensation need proof that they have registered with the workforce system.

Reference Documents: OSOS Form
Job Matching Skills Form
Workers Comp Services letter2010 (w/masters/customer forms/enrollment related)

Procedures: When a customer is referred from the Worker's Compensation system they need confirmation that they have registered with the one-stop system. The Workers Comp Services letter should be completed, signed, and given to the customer at the end of the Initial Assessment appointment. The letter is kept in the WIO forms drawer.

Policy #: 103 **Title: Reemployment Orientation -Rescinded**

Effective Date: 7/01/06

Amended Date:

Rescinded Date: 11/20/06

Policy Description: ~~All customers for whom it is required must attend a Reemployment Orientation in order to maintain their UI benefits.~~

Reference Documents: OSOS Form
Job Matching Skills Form

Procedures:

~~Upon filing for Unemployment Insurance benefits, the claimant is sent a letter inviting them to attend a Reemployment Services Orientation. The purpose of this meeting is to acquaint the claimant with the Division of Employment Services, job listings, resume workshops, Internet listings, career guides, labor market material, and important requirements relating to unemployment insurance. These meetings are held in various classrooms on the Columbia Greene Community College campus. Included in the invitation letter is a "New York State Department of Labor OSOS Customer Registration Form", a copy of which is attached. The claimant is instructed to fill out and bring this form with them to the orientation meeting.~~

~~During the meeting the claimant is informed that they must be "available" and "ready, willing and able to work in their usual employment or in any other for which they are reasonably fitted by training and experience". That in order to remain eligible for benefits they must make an active and diligent search for work each week and keep a written record of that search".~~

~~They are also advised that "during the first 13 weeks of their benefit claim they must search for and be willing to accept work for which they are reasonably fitted by training and experience, provided the wages are within 10 percent of the prevailing wage for that type of work, in that location and the job is within a reasonable commuting distance."~~

~~In addition they are advised that "once they have received 13 weeks of benefits they are now required to accept any offer of employment that they are capable of performing, provided the rate of pay is within 10 percent of the prevailing wage for that type of work, the potential earnings are equivalent to at least 80 percent of their base period high quarter earnings and the job is within a reasonable commuting distance.~~

~~They are asked to sign an "acknowledgement Form" (RD#2-00-02) and "Advisal Form" (RD#2-00-02), stating they have been advised and understand these aforementioned requirements; copies of these forms are attached.~~

~~Immediately following the session, each customer will meet with an Employment Advisor for an Initial Assessment Interview.~~

Policy #: 104 **Title: Career Development Workshop I**

Effective Date: 7/01/06

Amended Date:

Policy Description: This is an informational workshop that is appropriate for customers who want in-depth information on how to conduct a job search. It is also appropriate for customers who express uncertainty about their knowledge of local industries, employers, workforce information and/or quality methods to conduct their job search. This workshop is required for individuals requesting any intensive or training service.

Reference Documents: Assessment Letter
Workshops & Individual Services Appointment Book
Website: www.columbiagreeneworks.org
Career Center Program Catalog (The Purple Book)
Policy 102.2

Procedures:
This workshop is offered on the first and third Wednesday of the month.

When signing a customer up for this workshop the following steps should be taken:

- The customer should be handed a copy of the Assessment Letter and their Name, and Phone Number should be recorded in the Workshops & Individual Services Appointment Book under the date they are scheduled to attend.
- If the customer is being scheduled through a phone interview then their Name, Address and Phone Number should be written down and given to the Receptionist who will mail a copy of the Assessment letter and record their information in the Workshops & Individual Services Appointment Book under the date they are scheduled to attend.

This session is designed to provide an overview of all the current issues people should consider when they are making career decisions or when they are looking for employment. This workshop covers:

- The many resources available at the Center and through our website (www. columbiagreeneworks.org). These resources can help customers' research jobs that are in demand, and find local job leads (both advertised and unadvertised).
- Appropriate job search activities to make sure customers are doing all the right things to find a job they will be happy with in the shortest time possible, including a review of their resume.
- An overview of how to determine if training for a new occupation is an appropriate option for customers to consider. This includes information on the financial aid resources that may be available to cover the costs of training.

The procedures outlined in Policy 102.2 should also be followed.

Policy #: 105 **Title: WIA Title IB Eligibility Determination- Core Services**

Effective Date: 7/01/06

Amended Date: 12/1/06

Policy Description: All customers seeking staff assisted services must be determined eligible for WIA Title IB, Adult or Dislocated Worker services during their first individual meeting (Initial Assessment Interview) with an Employment Advisor.

Reference Documents: TA 06-10
TA 06-3.2
TEGL 17-05
OSOS Form

Procedures:

Adult Eligibility: In order for an individual to be determined eligible as a WIA Adult, the following information must be verified:

- Age – The individual must be at least 18 years of age, and an acceptable source for verification can be self identification by the customer (for core services). The verifying information then must be:
    - Recorded in the designated OSOS data field for age/date of birth, and the staff member must ensure the OSOS data entry matches the source documentation.
    - The staff member must also:
        - Record as OSOS Comments the following “case notes” identifying the participant’s status for the specific data element:
        - Specific source document used (self-identification);
        - Date the verification occurred; and
        - Pertinent data as presented by the customer or the source document.
- Selective Service Registration - An individual’s selective service status can be verified by: 1) accessing the Selective Service management information system via the hyperlink in OSOS; 2) searching for the individual’s selective service registration; and if found, 3) recording the selective service registration number in OSOS (in the data field for the selective service registration number).
    - Males 18 -26 years of age who can’t provide proof of selective service registration at the point of a staff-assisted service, are not eligible for participation in the WIA Adult program, and must be referred to the Selective Service for registration. Note however, that services may continue to be provided to the individual as a participant of the W-P program.
    - For males 26 years of age and older whose selective service registration status cannot be verified, State policy requires only that staff refer the customer to Selective Service, and record an OSOS Comment noting the referral was made and the date the referral was made. WIA funded staff-assisted services can commence. No hard copy documentation is required to be maintained.

Dislocated Worker Eligibility:

Streamlined eligibility for dislocated worker status can be determined by:

1. A participant whose UI status is registered in OSOS as either “UI Exhaustee” or “Active UI Claimant profiled as likely to exhaust benefits” is considered to meet the eligibility requirements for a WIA DW and will be automatically recorded as such in OSOS (Category 1 DW in OSOS).
2. A participant whose UI status in OSOS is “Active UI Claimant, not profiled as likely to exhaust benefits,” is considered to meet the eligibility requirements for a WIA DW upon staff specifically verifying that the participant is unlikely to return to his previous occupation. This can be verified by reviewing want ads or reviewing the participant’s job search activities, or conducting a job match that shows no available positions within a 50 mile radius of the customer’s home (Category 1 DW in OSOS).
3. A participant who is determined entitled to Trade Adjustment Assistance is considered to meet the eligibility requirements for a WIA DW.
4. He/She was terminated/has received notice of termination of his/her employment as a result of a permanent closure or any substantial layoff at a plant, facility or enterprise.
5. Employed at a facility with announced closing within 180 days.

Source documentation for verifying DW eligibility should be noted on the OSOS Customer Registration form either by Question 23 or under the “Staff Use Only” section so that it can be entered into the OSOS system at a later time.

Other methods of being determined eligible as a dislocated worker must be completed in the same manner as determining eligibility through the financial aid process. Eligibility can be determined if the individual fits in one of the following categories:

1. Employed at a facility with only general announcement of closure (limited eligibility).
2. Are self-employed, including farmers and ranchers, and unemployed as a result of general economic conditions or natural disaster.
3. A full-time homemaker for a substantial number of years who had been previously related to the work force AND who derived the substantial share of their support from (a) a spouse and no longer receives such support due to death, divorce, permanent disability of or permanent separation from the spouse.

NOTE: Individuals under the age of 18, should be referred to WIA Financial Aid to determine if they are eligible for WIA Youth Services. Also, individuals between the ages of 18 and 21, without a high school diploma or GED, or who lack a work history should be referred to WIA Financial Aid to determine eligibility for WIA Youth Services.

Policy #: 106 **Title: OSOS Registration – Data Entry**

Effective Date: 7/01/06

Amended Date: 6/28/10
10/10/10

Policy Description: All customers that visit the Career Center must be registered in the OSOS customer management system.

Reference Documents: OSOS Registration Form, Supplemental Questionnaire, TA 10-3, Job Matching Skills Form, OSOS Training Manuals

Procedures:
Once a customer has filled out the OSOS Registration form and the Job Matching Skills form and it has been reviewed by an Employment Advisor, the forms must be data entered into OSOS. For administrative and Job Matching purposes, the following fields hold special importance and must be reviewed:

CUSTOMER DETAIL

Gen. Info Tab:
- Staff Assigned
- Internet Resume
- Education Level
- School Status
- Employment Status

Add'l Info Tab
- Service Veteran
- Employment Preferences
- Shift Preference
- Selective Service
- <u>Supplemental Questionnaire Information- see Policy 106</u>
  - Low Income – 70% of LLSIL
  - TANF - *Program/Public Assistance Selection Button*
  - Other Public Assistance - *Program/Public Assistance Selection Button*

Objective Tab
- Employment Objective
- O*Net Titles (choose as many as appropriate)

Work Hist. Tab
- All fields are important, especially wage, and job duties. There should be a minimum of 3 jobs (or job titles) listed, unless the customers has not had three jobs in their lifetime.

Ed/Lic Tab

- All fields are important, even if someone has not completed a degree, their course of study should be entered.

Skills Tab:

- As many skills as possible should be listed. This is an important section in determining if customers will get a job match or not. If the customer does not provide many skills, it is the Employment Advisor's responsibility to ask enough questions to get a valid list. Use O*Net job descriptions if necessary.

Activity Button

- Initial Assessment:
  - Select L1 "Staff Assisted Core" then "Assessment Interview, Initial Assessment."
  - Select L1 "State Specific" then "Initial Assessment Outcome"
  - Select CDS (Career Development Services) or JSRS (Job Search Ready Services)
- Individual Employment Plan (If you referred the customer to any service)
  - Select L1 "Staff Assisted Intensive"
  - Select Individual Employment Plan
- Comprehensive Assessment *(If you coded the person CDS <u>because of a barrier to employment</u> -which may, or may not have been derived from the Supplemental Questionnaire, and you referred the customer to a service to deal with the barrier)*
  - Select L1"Staff Assisted Intensive"
  - Select Comprehensive Assessment
- Supportive Services/Needs Related Payments (If you referred the customer to any service to deal with a barrier to Employment)
  - Select L1 Supportive Services/Needs Related Payments
  - Select Supportive Services
  - Select Referred to Supportive Services

Comp Asse. Button (If you provided a Comprehensive Assessment under the Activity Button and/or you have to add Supplemental Questionnaire information)

- Limited English Proficient - Education Tab (Document referral under Training Needs)
- Single Parent – Family Tab, Family Status Tab
- Homeless, (Non Veteran) – Housing Tab, Current Housing field (Document Referral under Housing Assistance and Expected Changes)
- Foster Child – Housing Tab, Current Housing field
- Offender - Legal Tab, offender status (list referral or information provided on bonding services under Current Legal Issues
- Victim of Domestic Violence – Family Tab (list referrals on the Comment Tab)
- Basic Skills Deficient – Education Tab (list referral under Training Needs)
- No Child Care, Family Tab, Explain under child care arrangements and also list referrals on that field
- No Transportation – Transportation Tab, click "None" on Transportation Available to Customer Line (list referrals on the Comment Tab)

- Mental Health Issues or Substance Abuse – Health Tab, document issues in appropriate field and/or check Substance Abuse box (List referrals on the Comment Tab)

Comment Button

- Initial Assessment - record factor(s) which led to Initial Assessment determination.
- Individual Employment Plan – record referrals to career center services/workshops

Data Element (including location in OSOS)	**Program (for which Data Must Be Collected)**	**Definition in WIASRD**	**Source Documentation Requirements**	**OSOS Notation in Comments**
Limited English Proficient *Comprehensive Assessment – Education Tab*	Adult Dislocated Worker	Participant who has limited ability in speaking, reading, writing or understanding the English language and (a) whose native language is a language other than English, or (b) who lives in a family or community environment where a language other than English is the dominant language.	No source documentation required for adults or dislocated workers.	LEP per customer attestation dated XX/XX/XXXX Primary language: XXX
Single Parent *Comprehensive Assessment – Family Tab*	Adult Dislocated Worker	Participant is single, separated, divorced or a widowed individual who has primary responsibility for one or more dependent children under age 18.	No source documentation required for adults or dislocated workers.	Single parent per customer attestation dated XX/XX/XXXX
Low Income **For (B) or (F):** *Customer Detail – Additional Information - Income* *Check LLS if low-income based on poverty level, or* *Check LLSIL if qualifying as low-income on basis of 70% of LLSIL, or* *Check "disabled" under Disability Status and LLS or LLSIL.* **For (A) or (C)** *Check any relevant sections under the Program/Public Assistance Selection Button* **For (D) or (E)** *Comprehensive Assessment – Housing Select homeless or foster child*	Adult	Individual who: A. receives, or is a member of a family which receives, cash payments under a federal, state or local income-based public assistance program, or B. received an income, or is a member of a family that received a total family income, for the six-month period prior to program participation (exclusive of unemployment compensation, child support payments, payments described in subparagraph A and old-age and survivors insurance benefits received under section 202 of the Social Security Act that, in relation to family size does not exceed the higher of the: (i) poverty line for an equivalent period, or (ii) 70 percent of the lower living standard income level, for an equivalent period; or C. is a member of a household that receives (or has been determined within the 6-month period prior to the program involved to be eligible to receive) food stamps pursuant to the Food Stamp Act of 1977; or D. qualifies as a homeless individual, as defined in subsections (a) and (c) of section 103 of the Stewart B. McKinney Homeless Assistance Act; or E. is a foster child on behalf of whom State or local government payments are made; or F. is a person with a disability whose own income meets the income criteria established in WIA section 101(25)(A) or (B), but is a member of a family whose income does not meet the established criteria.	Staff verification using of the following sources: 1. Applicant Signed Statement (self-attestation) 2. Alimony Agreement 3. Award Letter from Veteran's Administration 4. Bank and/or Pension Statement 5. Compensation Award Letter 6. Court Award Letter 7. Employer Statement/Contact 8. Family or Business Financial Records 9. Housing Authority Verification 10. Pay stubs 11. Pension statement 12. Social Security benefits 13. Public Assistance Records 14. Quarterly Estimated Tax for Self-Employed Persons 15. UI Documents and/or Printout	Low income and list qualifying category (e.g., LLSIL, homeless, etc.) Note: *Self attestation will suffice for all except public assistance (see data elements TANF and Other Public Assistance on following pages). If self-attestation, cite date customer signed attestation.* *Income guidelines for the Lower Living Standard Income Level (LLSIL) or Federal Poverty Guidelines (LSL in OSOS) are updated annually by HHS and published in a WDS Technical Advisory).*

Data Element (including location in OSOS)	**Program (for which Data Must Be Collected)**	**Definition in WIASRD**	**Source Documentation Requirements**	**OSOS Notation in Comments**
Temporary Assistance to Needy Families (TANF) *Customer Detail, Additional Info Tab, Program/Public Assistance Selection Button*	Adult	Participant is a person who is listed on the welfare grant or has received cash assistance or other support services from the TANF agency in the last six months prior to participation in the program.	Staff verification using: 1. Cross-match with TANF *NYSDOL and OTDA are in the process of establishing an electronic cross match with TANF records. Until this system is operational, staff should verify receipt through local social services agency or based upon documentation provided by customer*.	TANF recipient verified per (name source of documentation used) and the date the verification occurred if different than the date of data entry.
Other Public Assistance *Customer Detail, Additional Info Tab, Program/Public Assistance Selection Button*	Adult	Participant is a person who is receiving or has received cash assistance or other support services from one of the following sources in the last six months prior to participation in the program: General Assistance (GA) (State/local government), Refugee Cash Assistance (RCA), Food Stamp Assistance, and Supplemental Security Income (SSI-SSA Title XVI). Do not include foster child payments.	Staff verification using: 1. Copy of Authorization to Receive Cash Public Assistance 2. Copy of Public Assistance Check 3. Medical Card Showing Cash Grant Status 4. Public Assistance Records/Printout 5. Refugee Assistance Records 6. Cross-match with public assistance database	Other public assistance recipient verified per (name source of documentation used) and the date the verification occurred if different than the date of data entry.
Homeless Individual *Comprehensive Assessment – Housing Tab OR If Veteran, Military Service , Current Housing*	Adult	Participant is a person who lacks a fixed, regular, adequate night time residence. This definition includes any individual who has a primary night time residence that is a publicly or privately operated shelter for temporary accommodation; an institution providing temporary residence for individuals intended to be institutionalized; or a public or private place not designated for or ordinarily used as a regular sleeping accommodation for human beings; or a person under 18 years of age who absents himself or herself from home or place of legal residence without the permission of his or her family (i.e., a runaway youth). This definition does not include an individual imprisoned or detained under an Act of Congress or State law. An individual who may be sleeping in a temporary accommodation while away from home should not, as a result of that alone, be recorded as homeless	No source documentation required for adults.	Homeless per customer attestation dated XX/XX/XXXX
Offender *Comprehensive Assessment, Legal Tab*	Adult	A participant who is a person who either (a) is or has been subject to any stage of the criminal justice process for committing a status offense or delinquent act, or (b) requires assistance in overcoming barriers to employment resulting from a record of arrest or conviction for committing delinquent acts, such as crimes against persons, crimes against poverty.	No source documentation required for adults.	Offender per customer attestation dated XX/XX/XXXX

Policy #: 107 **Title: Providing Customers with Information about Elected Officials**

Effective Date: 10/19/08

Amended Date:

Policy Description: It is prohibited by the WIA law and regulations for staff to engage in lobbying activities while on duty. However, providing information is not considered lobbying, so it is permissible, for customers who request information regarding how to contact their elected officials, to provide them with contact information.

Reference Documents: W:\WIB\Correspondence\political addresses.doc

Procedures: When a customer asks for information on how to contact their elected official the following information can be provided:

FEDERAL - Senate	**FEDERAL – House of Representatives**
Kirsten Gillibrand	Chris Gibson
Leo W. O'Brien Federal Office Building 1 Clinton Square, Room 821	Kinderhook District Office
Albany, NY 12207	2 Hudson St., PO Box 775
Web Site: www.gillibrand.senate.gov	Kinderhook, NY 12106
Phone: (518) 431-0120	**Web Site:** http://gibson.house.gov/
Fax: (518) 431-0128	**E-mail:** access from website
Charles E. Schumer	**Phone:** (518) 610-8133
313 Hart Senate Building	**Fax:** (518) 306-5446 – Saratoga Office
Washington D.C. 20510-3202	
Web Site: schumer.senate.gov	
E-mail: senator@schumer.senate.gov	
Phone: (202) 224-6542	
Fax: (202) 228-3027	
NY STATE - Senate	
Represents Columbia County-Senate 41	***Represents Greene County-Senate 51***
Honorable Stephen M. Saland	Honorable James L. Seward
New York State Senate	New York State Senate
609 LOB	917 LOB
Albany, NY 12247	Albany, NY 12247
E-Mail: Saland@senate.state.ny.us	**E-Mail:** seward@senate.state.ny.us
Phone: (518) 455-2411	**Phone:** (518) 455-3131
Fax: (518) 426-6920	**Fax:** (518) 455-3123

NY STATE - Assembly	
Represents parts of Columbia & Dutchess Counties- Assembly 103	***Represents parts of Columbia, Greene, Albany & Rensselaer - Assembly 108***
Marcus Molinaro	Timothy Gordon
7578 N. Broadway	Legislative Office Bldg., Room 938
Red Hook, NY 12571	Albany, NY 12248
Email: molinam@assembly.state.ny.us	**Email:** gordont@assembly.state.ny.us
Phone: (518) 455-5177	**Phone:** (518) 455-5777
Fax: (518) 455-5418	**Fax:** (518) 455-5923
Represents parts of Columbia, Greene, Chenango, Otsego, Delaware, Schoharie, & Ulster Counties- Assembly 127	
Peter Lopez	
45 Five Mile Woods Rd., #2	
Catskill, NY 12414	
Phone 943-1371	
Fax: 943-0223	
LOCAL	
COLUMBIA COUNTY	**GREENE COUNTY**
Roy Brown, Chairman	Wayne Speenburgh, Chairman
Columbia County Board of Supervisors	Greene County Legislature
401 State Street	Greene County Office Building
Hudson, NY 12534	411 Main Street
Phone: (518) 828-1527	Catskill, NY 12414
Fax: (518) 822-0684	**Phone:** (518) 719-3270
	Fax: (518)719-3793

This information should be up-to-date until January 2009. A printer friendly version is also available on the WIA “w” drive. Its file name and path is listed under Reference Documents.

Policy #: 108 **Title: Providing Interpretation Services to Non-English Speakers**

Effective Date: 10/31/04

Amended Date: 3/14/08
4/2/10

Policy Description: Customers, no matter what their native language should be able to access Career Center services. This is accomplished through the use of interpreters.

Reference Documents: InterpreTalk Account Information
TA10 -01

Procedures: Whenever a customer comes into the Center who cannot speak English, the Greeter first needs to determine the customer's native language. This is accomplished by showing the customer the "Language Identification" Sheet. This sheet provides written instruction in numerous languages that tells the customer to identify their native language, by pointing to the statement that they can read.

Once the language is identified the "One Moment Please" sheet should be shown to the customer. This sheet tells the customer that the Greeter is looking for someone to interpret from their language to English.

If the language is Spanish, and a Spanish speaking staff member is available, then the greeter will get that staff member to speak with the customer.

If the language is other than Spanish, or a Spanish speaking staff member is not available, then the Greeter will locate an Employment Advisor to work with the customer.

A speaker phone should be used in a quiet area to ensure customer privacy. Both NYSDOL and One-Stop Center staff can contact Language Services Associates' INTERPRETALK service directly by calling 1-800-305-9673.

<u>Instructions for Accessing INTERPRETALK Services</u>

- Identify the language needed. (This can be provided by the customer, through use of Attachment B - "Point to your Language" or by the INTERPRETALK coordinator after dialing the toll-free number.) Call toll-free: 1-800-305-9673 then press 2.
- Give your name and account number (**9315**)
- Request the language needed or ask for assistance in identifying the language.
- Hold while your interpreter is connected.
- You will be informed that the interpreter is "on the line" and be given the interpreter's ID number.
- Explain the reason for the call to the interpreter and proceed by speaking directly to your non-English speaking customer in the first person (Example: "What is your name?" NOT

"Ask her what her name is?"). The interpreter will then translate your questions into the customer's native language and translate the responses back to you. Hang up upon completion of the call. (Your time will be automatically recorded by Language Services Associates.)

Language Services Associates will bill the NYSDOL directly. No additional procurement is required. A comment should be made in OSOS stating Language Services Associates provided an interpreter so services can be verified for billing purposes.

Consecutive Interpreters (In Person Oral and/or Written Translation)

In some cases it will be necessary to arrange for an on-site interpreter to assist non-English speaking customers to participate in One-Stop Center services, for example, workshops on job search or résumé preparation.

For such a situation, both NYSDOL and One-Stop Center staff can contact Geneva Worldwide directly to arrange for services via email, fax or phone.

Reference Purchase Order **#090003519**; give the name of the customer and the Customer's OSOS ID number when arranging for services.

For ease of ordering:
Toll-free number: 1-877-464-3638
Email: interpretingstaff@genevaworldwide.com

Policy #: 109 **Title: In-Demand Occupations List**

Effective Date: 7/28/09

Amended Date: 1/13/10

Policy Description: The Workforce Investment Act of 1998 requires that funds provided to local areas that are to be used for training must only be spent on training people for "in-demand" occupations. It is the responsibility of local Workforce Investment Boards to determine occupations that are in-demand within their local area.

Reference Documents: WIB Minutes, July 14, 2009
WIB Minutes, January 13, 2010

Procedures: The Columbia-Greene "In-Demand" Occupation list was revised by the Workforce Investment Board on July 14, 2009. The new list is in response to the current business climate. The WIB has determined that the economy is in such flux that it is very difficult to make long term predictions regarding the current and future job needs of local and regional businesses. It has given the Workforce New York Career Center at Columbia-Greene Community College flexibility in determining which occupations can be considered In-Demand while the recession continues.

The WIB has determined that the Career Center can evaluate any occupation for "In-Demand" classification, if it falls within one of the following major groups, as defined by the 2000 Standard Occupational Classification (SOC) system:

- 13-0000 Business and Financial Operations Occupations
- 15-0000 Computer and Mathematical Occupations
- 17-0000 Architecture and Engineering Occupations
- 19-0000 Life, Physical, and Social Science Occupations
- 21-0000 Community and Social Services Occupations
- 23-0000 Legal Occupations
- 25-0000 Education, Training, and Library Occupations
- 29-0000 Healthcare Practitioners and Technical Occupations
- 31-0000 Healthcare Support Occupations
- 33-0000 Protective Service Occupations
- 35-0000 Food Preparation and Serving Related Occupations
- 39-0000 Personal Care and Service Occupations
- 41-0000 Sales and Related Occupations
- 43-0000 Office and Administrative Support Occupations
- 47-0000 Construction and Extraction Occupations
- 49-0000 Installation, Maintenance, and Repair Occupations
- 51-0000 Production Occupations
- 53-0000 Transportation and Material Moving Occupations

The Workforce New York Career Center at Columbia-Greene Community College will consider the following issues when determining an occupation's designation as "in- demand":

1. Employment Prospects: Generally, the employment prospects for the occupation should be considered as favorable or very favorable for the Capital District region based on the most recent workforce industry data (provided by the New York State Department of Labor); or, a specific employer or union has identified the occupation as currently in-demand without a pool of eligible candidates from which to choose.
2. Wage Rate: The occupation should provide an entry-level mean hourly wage or annual salary that equals at least $9.87 per hour (based on the most recent workforce industry data provided by the New York State Department of Labor). Commissions, tips, or other forms of compensation should not be considered when determining Hourly Wage Rates.
3. Full Time Employment: The occupation generally provides full-time, non-seasonal employment in our local area.
4. Career Pathways: The occupation provides for advancement opportunities within one or more industries.
5. Credentials: The occupation requires/prefers either an industry recognized credential, state license, or post-secondary degree.

Policy #: 110 **Title: Unemployment Insurance Exhaustees**

Effective Date: 4/12/10

Amended Date:

Policy Description: Columbia and Greene County residents that exhaust their UI benefits, will be sent NYSDOL "information letters" 6 weeks prior to their last UI payment informing them of the services available at the Career Center.

Reference Documents: DOL Intranet documents issued during the week of 4/5/10.

Procedures: UI Exhaustees that contact us for additional services because of the information letter will be scheduled for an individual appointment on the next available Wednesday, coordinating with the appointment times for new UI claimants' Initial Assessment appointments.

Prior to the appointment date, each exhaustee's OSOS record will be reviewed and attempts will be made to have the customer meet with the staff member who has been responsible for the 90 day follow-ups with that customer.

Talking points for the appointment should include:

- Discussing the reality of taking a survival job, such as the pros of being able to pay some bills, obtaining health benefits, filling in time gaps, and possible networking and advancement opportunities within a business
- Discussing stress management and ways to address anxiety with unemployment
- Identifying available jobs for referral and providing labor market information
- Reviewing the customer's resume and referring to the resume workshop if necessary.
- Discussing the customer's ability to complete a job application online
- Providing guidance and support on applying for and interviewing for jobs when customers are over qualified or under qualified
- Identifying opportunities for upgrading skills
- Identifying local community resources and services that provide temporary aid and mental health counseling
- Signing them up for Skills Matching and Referral Technology-SMART 2010, which will generate job leads based on submitted resume or master profile and provide the results directly to the customer's email within 48 hours.
- Signing them up for the Elevate America program. Discuss the program and how computer classes can make them more competitive.
    - "Get the Information Technology skills you need to compete for the jobs of today and tomorrow with a voucher for E-Learning and select certification exams at no cost to you. There are three types of vouchers:
    - **General E-Learning** such as Excel, Word, Outlook, etc within either Windows Vista and Office 2007 –or– Office 2003.

    - E-Learning vouchers are available for **IT Professionals** who are interested in acquiring skills beyond what is offered through the General E-Learning Voucher.
    - Vouchers for Microsoft **Business Certification Exams** which enable a user to pursue a no cost exam in one topic area (i.e. Excel, Word, Outlook, etc.).
- Discussing the HIRE ACT and how customers can market this to employers as they inquire, apply and interview for jobs. Provide the Fact sheet.

Policy #: 111 Title: Instructions for Customers – Printing out UI Payment History

Effective Date: 9/14/11

Amended Date:

Policy Description: Customers should be provided information on how to access information about their UI benefits.

Reference Documents:

Procedures: These instructions can be used from any computer that has internet access.

1. Double-click the **blue "E"** icon for Internet Explorer icon on the computer desk top display.
2. In address bar (it's where you put any www website), type the following address: www.labor.state.ny.us
3. On the right hand side of the website look for the words **"Get Unemployment Assistance".** Click on those words.
4. This will bring you the information page for Unemployment Insurance. Scroll down the page until you see the words
5. "**Check Payment History"**. Click on those words.
6. On the left hand side enter your social security number. Click Login.
7. Enter your PIN Number. Click Continue.
8. Once you have logged in, scroll down the page until you see the words **"View Payment History"**. Click on those words.
9. Once your payment history has been displayed, select the printer icon on the top of internet explorer. A print dialog box will pop up select **"OK"**. Your payment history will be sent to the printer.
10. Once your payment history has printed, be sure to **log out** of your account.

Policies 200 – 299: Assessment & Career Planning

Policy #: 201 **Title: Initial Assessment Interview**

Effective Date: 7/01/06

Amended Date: 12/13/06, 1/26/07, 3/26/08
7/16/08, 9/09/09, 10/10/10, 7/28/11

Policy Description: All customers seeking staff-assisted services must be provided with an initial assessment by an Employment Advisor. Whenever possible, the initial assessment should occur at the same time WIA Title IB eligibility is established. The initial assessment can be conducted over the telephone, or in person. It must also occur before any other staff-assisted service is provided.

Reference Documents: IHF-OSOS Form
IHF-Supplemental Questionnaire
IHF-Initial Assessment Form
IHF-Job Matching Skills Form
IHF – Workshop Sign-up Letter
TA #08-4.1

Procedures: The Employment Advisor will use the Initial Assessment form, the Job Matching Skills form, the OSOS form, and the Supplemental Questionnaire to conduct the initial assessment interview. This interview should occur at the same time the individual is being determined eligible for WIA Title IB services. The Job Matching Skills form will be provided to the customer for completion at the same time and in the same manner as the OSOS form. The Initial Assessment form will either be filled out by the customer or the Employment Advisor. It will be used as the basis of the interview to determine the appropriate services the customer should access.

The purpose of the initial assessment is to determine if the customer needs Job Search Ready Services (JSRS) or Career Development Services (CDS).

Job Search Ready Services are to be provided to customers who possess the following: an occupational goal with a favorable labor market outlook; the occupational knowledge, skills and abilities required for the occupational goal; and no barriers that prevent obtaining and retaining employment. Job Search Ready Services prepare the customer for job referral and include (but are not limited to) résumé preparation and/or interviewing preparation.

Career Development Services are to be provided to customers who either: do not possess an occupational goal; do not possess the requisite occupational knowledge, skills and abilities to readily find work related to their occupational goal; have barriers that potentially prevent obtaining and retaining employment; indicate an interest in training.

NOTE: ***The barriers to employment may be discerned through the interview and a review of the supplemental questionnaire. This information must be recorded in OSOS as a comprehensive assessment activity. Policy 205 must also be reviewed.***

The determination of which services are appropriate should be made by evaluating the following:

- Availability of job openings that fit the customer’s requirements (match/refer).
- The completeness and accuracy of the customer’s OSOS form.
- The customer’s job search skills as matched against the Career Center’s Standards for Conducting Job Search Activities.
- The customer’s work history as it relates to demonstrating an ability to maintain employment.
- The customer has a career goal and it is reasonable based on the labor market and the customer’s background and experience.
- The customer’s need or desire for Technology Based Learning (TBL)
- The customer’s need or desire for computer skills training.
- The customer’s need or desire for academic or occupational skills training.

The Employment Advisor will review all four forms. If any issues become apparent, the Employment Advisor will discuss those issues with the customer. The Employment Advisor will recommend any appropriate services the customer needs or requests. The Employment Advisor will then refer the customer to the next appropriate service the customer should receive. These choices may include, but are not limited to:

- Career Development Workshop I –This workshop is appropriate for both Job Search Ready and Career Development Services customers. This session is designed to provide customers with an overview of all the current issues people should consider when they are making career decisions or when they are looking for employment. This workshop will help customers: Learn how to use the many resources available at the Center and through our website; Review their current job search activities to make sure that they are doing all the right things to find a job they are happy with in the shortest time possible; job interviewing techniques; Determine if training for a new occupation or skill upgrading is an appropriate option for them to consider; Decide if they want to make a follow-up appointment to privately discuss their current situation and fully explore the options that are available to them.
- Career Development Workshop II -This workshop is appropriate for Career Development Services customers. This session is designed to assist customers with making informed career choices. Access quality career planning information by evaluating your educational background, abilities and work experience to determine your “transferable” skills that all employers will value, no matter what the occupation. Customers will be also be able to clarify their interests as they relate to different jobs and access easy to use databases for researching occupations, colleges, financial aid resources and employment opportunities. They will get all this by learning how to use the on line computer software CHOICES CT and other online career tools.
- Resume Workshop – This workshop is appropriate only for those customers who are determined to be Job Search Ready and are actively looking for work. They will learn about various types of resumes along with the requirements of a quality resume. Resume writing will begin and individual appointments will be made to finalize the resume. If they have a resume they should bring it with them.
- Interview Workshop - This workshop is appropriate only for those customers who are determined to be Job Search Ready and are actively looking for work. Customers will role-play and interview, practice answers to specific interview questions, and discuss different interviewing scenarios.
- Get Connected Workshop – This workshop is appropriate for both JSRS and CDS customers. Customers will learn to use the Internet in their job search including how to get

an email address, attach their resume to an email, complete an on-line job application, use a Job Scout and post their resume on-line.

- Individual Career Counseling Appointment – Appropriate for people who have attended Career Development Workshops I and II and are unclear about their next step.
- Prove It Skill Assessment & Testing Service – Appropriate for people whose career goal does not appear to match their previous experience or educational background. Testing can also be used to confirm that the customer has skills necessary for their career goal. The CGCC Job Readiness Assessment can be used for customers where a deficit in basic job holding skills (math, reading, verbal communication) is suspected. Can also be useful as a career planning tool.
- Individual Employment Plan Development – required for anyone seeking training or skill upgrading services and has a legitimate reason as to why they cannot attend Career Development Workshop I.
- Financial Aid determination for WIA Title IB Training Services, TANF, Title V, TAP/PELL, VESID, TAA, WIA Title II, and Supportive Services – required for anyone needing or seeking training or skill upgrading services and has a legitimate reason as to why they cannot attend Career Development Workshop I.
- Job Readiness Services (Employee Enhancement Program) – appropriate for anyone who has not been in the labor force for over one year or who has a history of difficulty in maintaining employment, and has a legitimate reason as to why they cannot attend Career Development Workshop I.
- Career Resource Room and self-service job search – appropriate for anyone who is looking for employment.
- Resume Development – is appropriate only for Job Search Ready customers who do not have a resume or have a lousy resume and are not requesting training or skill development. This appointment must be coupled with the Resume workshop.
- Veteran Employment Advisor – appropriate for all veterans.

Once the Initial Assessment Interview is complete, the customer must be classified as either needing Job Search Ready Services (JSRS) or Career Development Services (CDS). An appointment should be scheduled for any additional service that is deemed necessary. Procedures for making these appointments can be found under the policy describing the service in question. However, for all referrals to a workshop, the Workshop Sign-Up letter should be given to the customer, with the correct workshop and date checked, and the customer’s name, phone number, and other required information should be added to the appropriate Workshop Sign-Up list.

The Employment Advisor is responsible for completing the OSOS data entry. If the customer had their initial assessment completed on-site at the Career Center, then the entire package of forms should be given to the Clerk Typist for possible data entry into the Swipe Card System.

The Initial Assessment must be recorded in OSOS as follows.

1. To record the Initial Assessment – In “Customer Detail” select the “Activities” button and select the OSOS L1 activity “Assessment Interview, Initial Assessment.”
2. To record the Initial Assessment determination, choose CDS (Career Development Services) or JSRS (Job Search Ready Services) –
3. In “Customer Detail” enter an “OSOS Comment” recording factor(s) which led to the determination.

ACTION STEPS FOR THE INITIAL ASSESSMENT FOR AVAILABLE SERVICES

Note: All action steps will be recorded in OSOS, even if not specifically mentioned in the chart below.

QUESTION	FIRST ACTION STEP
Current Work Situation:	
I am currently working, but I want to find a new/better job.	Review rest of answers if true
I am currently working, but I want to upgrade my skills.	Refer to CDW I if true
I have been laid off permanently from my last job	Certify as DW
I have been laid off temporarily, and will likely be returning to my on job on: date	Note in OSOS/REOS
I am on a seasonal lay off, and will likely be returning to my on job on: date	Note in OSOS/REOS
I am not currently working and I want a new job. I have been looking for work for (how many) weeks ________	Refer to CDW I if more than I0 weeks, match & refer
I am not currently looking for a job.	Review rest of answers if true
Work Search Activities:	
I know what kind of job I want. It is (name the occupation):	Review work history and skills for match, plus match & refer. Provide O*Net job description.
I have an up-to-date resume (please submit a copy with this form).	Refer to resume workshop if needed
I have been able to locate employers that have jobs that fit my skills and experience.	Refer to CDW I if false and match & refer
I have the basic computer skills I need to help me conduct my job search (email, searching the internet, typing).	Refer to Resource Room if true, match & refer, Get Connected if False
I have access to a computer and the internet at home.	Refer to Resource Room if false
I have been applying for at least two jobs per week, by submitting an application/resume, since I started looking.	Refer to CDW I if false
I have been getting at least one job interview for every five jobs I have applied for.	Refer to CDW I if false
I have been on at least one job interview.	Compare to weeks unemployed, CDW I if more than 6 wks.
I have been happy with my performance at the job interviews I have been on.	Refer to Interview Workshop if false
Work Related Concerns:	
I have never worked.	Set up individual appointment
I do not know what kinds of jobs I want to do or can do.	Refer to CDW II if true
I am interested in a new occupation as a (provide job title, if known)	Refer to CDW I if true & known, CDW II, if not known /
I am afraid that I will not be able to find a job that will match my previous income.	Refer to CDW I if true
I need more information on local employers, in-demand jobs, and/or pay scales.	Refer to CDW I if true
I have a lot of work experience but do not have skills employers are looking for.	Refer to CDW I if true
I need to learn basic computer skills because the jobs I want now require the use of computers.	Refer to CDW I if true/ schedule for Prove It Assessment
I believe I need additional education or training before I can find a job I want.	Refer to CDW I if true
I can no longer do the work I was doing due to changes in the technology now used on those jobs	Refer to CDW I if true/ schedule for Prove It Assessment
I am having a hard time finding or keeping a job due to my health and/or disability.	Refer to DPN
I can no longer do the work I was doing due to changes in my health and/or disability.	Refer to DPN
I am having a hard time finding or keeping a job due a family member's health and/or disability.	Refer to DPN
I have had trouble keeping jobs, even ones I liked.	Set up Individual appointment/ schedule for Prove It Assessment
I have children and do not have reliable day care arranged for them.	Refer to Child Care Council
I do not have both a car and license, … a job in the following towns	Match & Refer for those towns

Policy #: 201.1 **Title: Initial Assessment Interview – UI Claimants**

Effective Date: 7/16/08
Amended Date:

Policy Description: The Initial Assessment Interview process for all UI claimants is the same as it is for all other customers seeking staff-assisted services, except for the tracking differences outlined in the procedures described below.

Reference Documents: IHF-OSOS Form
IHF-Initial Assessment Form
IHF-Job Matching Skills Form
TA #08-4
Policy # 201

Procedures: All One Stop customers, except UI Claimants who are work search exempt, are to receive an Initial Assessment. Work search exempt UI claimants are defined as workers who are: Temporary Lay-off (TLO); Union with exclusive union hiring arrangements (PD); or seasonal loss of employment. Each UI claimant is given a "Profile Score" of 1 to 100. All work search exempt claimants will be excluded from REOS scheduling but sent a letter of customer services. The remaining balance of the REOS download must be called in and receive an Initial Assessment.

When a UI customer first comes to the front desk for their Initial Assessment Appointment, the Greeter will review their OSOS application and check the REOS list to determine the customer's profile score. Based on that score the Employment Advisor will proceed as follows:

01-69: The Employment Advisor will follow the exact same procedures as highlighted in Policy 201 to determine if the customer should be classified as in need of Career Development Services (CDS) or Job Search Ready Services (JSRS). Staff should then take an Initial Assessment in OSOS.

70-100: Before the customer is assigned to an Employment Advisor the Greeter will mark the top of the OSOS form with a pink highlighter. NYS policy requires that these UI customers must be considered in need of Career Development Services (CDS). Staff must record their Initial Assessment determination as Career Development Services (CDS). Through the Initial Assessment process, the Employment Advisor will determine which of the following services is the most appropriate for the individual customer and then schedule them for that service. The service will be considered a mandated service in respect to maintaining their UI benefits.

- Career Development Workshop I
- Career Development Workshop II
- Prove It! Assessment Tests

It is the responsibility of the Employment Advisor to recognize that the pink slash on the front page of the OSOS form requires the scheduling of the customer for at least one additional Career Development service beyond the Initial Assessment.

Policy #: 201.2 **Title: Initial Assessment Interview – DSS Referrals**

Effective Date: 11/01/08
Amended Date: 1/20/09

Policy Description: The Initial Assessment Interview process for all DSS referrals is the same as it is for all other customers seeking staff-assisted services, except for the tracking and referral differences outlined in the procedures described below.

Reference Documents: IHF-OSOS Form
IHF-Initial Assessment Form
IHF-Job Matching Skills Form
IHF – Individual Employment Plan Columbia-Greene Career Center & Social Services (aka: DSS IEP)
IHF – DSS No Show Fax
Policy # 201

Procedures: All One Stop customers, except UI Claimants who are work search exempt, are to receive an Initial Assessment.

Both Columbia and Greene County's Departments of Social Services will be making appointments for their customers to come to our office for Initial Assessment appointments. The DSS scheduling book will be kept at the front desk.

If a DSS customer does not come for their appointment, the Greeter will keep track of that fact in the scheduling book and will send a No Show Fax by the end of each week to each Department.

When a DSS customer does come for their Initial Assessment appointment, the Greeter will review their OSOS application and put a check by their name on the appropriate County's DSS list.

Before the customer is assigned to an Employment Advisor the Greeter will mark the top of the OSOS form with a yellow highlighter to confirm the customer is a DSS referral. The Greeter will also include a blank copy of the "DSS IEP" with the completed OSOS form when they bring the customer to the next available Employment Advisor. Through the Initial Assessment process, the Employment Advisor will determine which of the following services are appropriate for the individual customer and then schedule them for all of those services. The services will be considered mandated services in respect to maintaining their DSS benefits.

- Career Development Workshop I
- Career Development Workshop II (if they don't have a defined career goal)
- Get Connected Workshop (if they don't know how to use computers or the internet)
- Individual appointment for the completion of the customer's IEP

It is the responsibility of the Employment Advisor to recognize that the yellow slash on the front page of the OSOS form requires that the Employment Advisor complete the "DSS IEP" form. The scheduling of the customer for all appropriate Career Development services beyond the Initial Assessment must be outlined on the DSS IEP. It is also the responsibility of the

Employment Advisor to schedule the services in the appropriate order. For example, if the customer does not know how to use a computer then they will need to attend the Get Connected Workshop prior to the Career Development II workshop.

The final service scheduled must be the Individual appointment for the completion of the customer's IEP. These appointments can be scheduled on Monday or Wednesday afternoons. The application for TANF 200% eligibility must also be completed at that time. If the DSS customer has any computer skills the IEP appointment will actually be an appointment to set up a Metrix Training License, so the appointment should be scheduled with a Metrix Administrator.

Once the IEP for the Initial Assessment is complete the Employment Advisor will make a copy for the customer and file the original IEP in either the "Greene County DSS Must Be Faxed Folder", or the "Columbia County DSS Must Be Faxed Folder".

The Greeter will be responsible for faxing all DSS customers' IEPs to the appropriate DSS office and then re-filing the IEP into the "DSS Waiting for Next Service" Folder.

The Employment Advisor who does the initial assessment will be responsible for all appropriate OSOS data entry for Initial Assessments and workshop attendance.

Note: Many DSS customers will not have their own transportation. It may be that the scheduling of their transportation to and from the Career Center for their Initial Assessment Appointment will leave the customer with free time either before or after their appointment. The Greeter should introduce these customers to the Employment Advisor covering the Resource Room. While in the Resource Room, customers who have no knowledge of how to use a computer should be directed to the websites that will teach the customer how to use a mouse. It may also be appropriate for other customers to be directed to the typing tutor program.

Policy #: 201.3 **Title: Initial Assessment & SMART 2010**

Effective Date: 10/01/09
Amended Date: 12/4/09

Policy Description: All customers that are receiving Unemployment Insurance MUST have a SMART 2010 resume and an account established during their initial assessment appointment. All customers that are not receiving Unemployment Insurance must be offered the option of establishing a SMART 2010 account. All customers that are considered Job Search Ready and are identified as JSRS on OSOS must have a SMART 2010 account. The SMART 2010 Skill Matching and Referral Technology Resume Service alters the Initial Assessment Interview process to such an extent that a separate procedure is required through this policy.

Reference Documents: The SMART Reference Guide
SMART FAQs
http://www.labor.state.ny.us/workforcenypartners/wfnyp_index.shtm

Procedures: Listed below are the steps that must be followed:

Step 1: You must identify that the customer has a resume. If the customer does not have an electronic copy of their resume with them, then the Employment Advisor must use the OSOS resume. The Program Advisor must insure that at least the last two jobs are listed in OSOS and that the "Skills" field is completed. Because employers seek candidates with current skills, and for best skill matching results, make sure each job includes at least 3 – 5 skills or work activities.

Step 2: The Employment Advisor must make sure the customer has a valid email address. If the customer does not have an email address, then the Employment Advisor must create an email address for the customer.

Step 3: To start the SMART 2010 service, the Employment Advisor must send an email as follows:

- To: NY-0090@please-apply.com
- Subject: customersemail@customersemail.com
- Insert the Resume into the email by either:
    - Attach the customer's electronic resume as a file. **NOTE:** If attaching a resume document make sure the format is in word.doc, RTF, and/or an editable pdf. The system cannot read picture files gif, jpeg, etc.

    or

    - Cut and paste the customer's OSOS resume into the body of the email.

You will know if your resume was successfully submitted to the system because you will **not** receive an Error Message. If you submit a resume and SMART 2010 does **not** send an Error Message, and your customer says he or she has not received a welcome message:

- Check to see that you entered the customer's correct email address in the "Subject" of the submission Email

- Instruct the customer to check the Spam Box in his or her email. We are not intentionally sending any emails to Spam. Rather, the Spam settings are a function of the customer'semail and his or her personal settings.
- If both avenues have been investigated and the customer still does not see a Welcome Email, please email labor.sm.dews.smart2010

Step 4: Help the customer understand the matches they will receive. Your customer should receive a list of job matches within 24 hours of submitting their resume to the SMART 2010 system. The matches will arrive in an email message from NYSDOL. Make sure that your customers check their spam filter/folder in case the email went directly there. **This is a good opportunity to discuss with your customer the emailed matches from the SMART 2010 system.**
Help your customer understand why some matches might be a good choice. If your customer continues to be unhappy with the matches, review their resume with them. Are they highlighting their skills and work history they want to build on? If not, help them edit their resume. You can begin the process again by starting with Step 1. Using the same customer email address, SMART 2010 will replace the old resume with the new resume.

Step 5: Document in OSOS comments that the customer has been registered for SMART 2010. Use the following statement: SMART 2010: For Resume Matching.

Policy #: 202 **Title: Standards for Managing Workshop Attendance**

Effective Date: 7/16/08

Amended Date: 1/20/00

Policy Description: It is important to insure that all customers' participation in any of the available workshops is properly recorded as an activity in OSOS and REOS, if appropriate.

Reference Documents: IHF – Workshop Sign-up Letter
REOS Form Letter-Workshop
IHF – Workshop Sign-up List
IHF - Workshop Sign-In Sheet

Procedures: When it is determined that the next appropriate service for a customer is to attend a workshop, the following steps need to be taken:

Sign-Up Procedures:
1. The customer will be provided the Workshop Sign-Up Letter, either in person or sent through the mail.
2. It will be verbally explained to the customer the date, time and location of the workshop. **Note:** UI customers that have a Profile score of 70 to 100 will also be told that failure to attend the workshop may result in the suspension of their unemployment insurance benefits.
   Note: DSS customers will also have this information provided on their DSS IEP form
3. The customer's name will be added to the appropriate Workshop Sign-up List. **Note:** UI customers that have a Profile score of 70 to 100 will also have their OSOS NY number noted on the Sign-up list. **Note:** DSS customers will also have their status noted on the Sign-up list, by writing "DSS" in place of the OSOS NY number.
4. Once per week, the Greeter will review all the Workshop Sign-up lists and send those customers that have an OSOS NY number listed, a REOS generated appointment letter for the appropriate workshop.

Sign-In Procedures:
1. On the day of any workshop, the Workshop Leader will fill in the top of the Workshop Sign-In Sheet, noting the name of the workshop and the date.
2. The Workshop Leader will insure that all customers sign in, using the Workshop Sign-In Sheet.
3. At the immediate completion of the workshop, the Workshop Leader will make any follow-up notes on the Sign-In sheet that may be appropriate for any of the attendees.

Data Entry Procedures:
1. After the workshop is complete, the Sign-In Sheet will be used to confirm that attendance has been data entered into OSOS. Data Entry can be completed either by the Workshop Leader or any other staff member. Once the data has been entered into OSOS the appropriate box on the Sign-In Sheet will be checked.
2. The Sign-In Sheet will also be checked against the REOS appointment list to confirm which UI customers that were officially scheduled for the workshop (Profile Score of 70+) actually

attended. **Note:** UI customers that were required to attend but "failed to report", will be noted as such in REOS.

3. The Sign-In sheet will also be checked against the Sign-up sheet to confirm which DSS customers that were officially scheduled for the workshop actually attended. This information will be noted on the DSS customer's IEP (which can be found in the "Waiting for Next Service" folder) and then the IEP should be moved back into either the "Greene County DSS Must Be Faxed Folder", or the "Columbia County DSS Must Be Faxed Folder" until Friday afternoon when it will be faxed to the appropriate DSS office. **Note:** After the IEP is faxed it will be re-filed back into the "Waiting for Next Service" folder. This will continue until the final individual appointment occurs to complete the IEP. At that point a customer folder will be created to hold the entire IEP and 200% TANF application.

Policy #: 202.1 **Title: Standards for Job Search Activities**

Effective Date: 7/01/06

Amended Date:

Policy Description: All customers' job search activities must be evaluated using the same standards to insure that customers have consistent access to the services they need.

Reference Documents:

Procedures: Customers must meet the following standards

1. **Self-Knowledge** – Customer must know the type of work they are looking to get and they must have the skills necessary for their goal to be reasonable.
2. **Computer Skills** – Customers should know how to navigate web sites and know how to type.
3. **Finding Job Leads** – Customer should know how to find companies that may have job opportunities that match their goals, in addition to jobs that are openly advertised.
4. **Resumes** – All customers should be encouraged to have a resume. It must have: a career objective, list of skills, complete work history section that is customized to include specific accomplishments (e.g.: # of customers served, amount of money handled, typing speed, awards received, etc.), education section (if past high school). Resume should be no longer than two pages, and should be formatted perfectly.
5. **Cover Letters (Faxes)** – Must be in same font as resume and specific for the company and/or job for which they are applying. It should be short. It should: state the job title for which they are applying, have two or three sentences about the skills they have that relate to the job, if necessary explain any gaps in their background, refer to the resume for further details, ask for an interview to discuss the position in further detail, explain how they can be contacted, close with a sentence about "looking forward to hearing from you". Format should be perfect.
6. **Thank-you Notes** – Must be on business quality paper. It should: thank the interviewer for their time, express an interest in the job, mention any qualifications or ideas that were not discussed in the interview, mention that they will call in one week to hear of their decision. Format should be perfect.
7. **Effort Versus Success Ratio** – To determine if a customer is conducting a successful job search the following measures shall apply:
   - Spends 20 hours a week looking for work
   - Contacts at least 10 companies a week about possible job openings
   - Gets at least one interview for every 15 jobs they apply for
   - Has no more than 5 job interviews without a job offer.

Policy #: 202.2 **Title: Standards for Handling Initial Requests for Training funds**

Effective Date: 7/01/06

Amended Date: 7/28/09
10/10/10

Policy Description: There are many factors that impact an individual's eligibility for WIA Title IB training assistance (ITA's or OJTs). Eligibility decisions cannot be made during an initial assessment interview, however, the likelihood an individual may be eligible for these services can be discussed in general terms.

Reference Documents: Career Center Catalog
WIB Minutes, July 14, 2009
WIB Policies and Resolutions - WR-0210-31 Priority of Service.
Career Center Policy # 301
Career Center Policy #109
Federal Poverty Guidelines

Procedures:
General ITA's: Customers who request information on financial aid for training should be told that eligibility for training funds is based on many factors:

1. It must be determined that the individual needs additional skills in order for them to find employment at a self sufficient level ($16.00 hr.).
2. Training is only approved for occupations that have been determined to be in-demand by our local Workforce Investment Board.
3. Because our training funds are so limited, the WIB requires that priority be given to individuals with limited formal education. This requirement can be waived under special circumstances and for on-the-job training.
4. Customers must be classified as a dislocated worker or be a resident of Columbia or Greene County and have a family income of under 200% of the poverty level.

People interested in obtaining approval for training should be referred to the Career Development Workshop I. Upon completion of this workshop customers will make an appointment with the Employment Advisor responsible for Financial Aid determination.

Attendance at the Career Development Workshop I is mandatory, except under the following circumstances:

- The customer is working during the times this workshop is offered
- The training program the customer wishes to attend begins before the next scheduled workshop.
- The Employment Advisor speaking with the customer determines that the customer has a valid reason as to why they cannot attend the workshop.

These customers should be allowed to make an appointment with the Employment Advisor responsible for financial aid determination.

Computer Literacy ITA Training: Besides attending Career Development Workshop I, people interested in the Microsoft Office training must also attend the Interviewing workshop and the Resume workshop before they are allowed into the class. People who choose this training option should understand that they can and should be looking for work before during and after the training. It is providing valuable supplemental skills, but it is not preparing them for any specific occupation or job that only requires Microsoft Office skills.

Policy #: 203 **Title: Career Development Workshop II**

Effective Date: 7/01/06

Amended Date: 10/10/10

Policy Description: All customers who express uncertainty regarding their career path or their next employment goal should attend this workshop. This service is appropriate for customers defined through initial assessment as needing Career Development Services (CDS) and are not clear about the job training they may need.

Reference Documents: IHF-Assessment Letter
Website: www.columbiagreeneworks,org
CHOICES CT software
Policy 102.2
Workshops & Individual Services Appointment Book

Procedures:
This workshop is offered on the 2nd and 4th Wednesdays of the month.

When signing a customer up for this workshop the following steps should be taken:

- The customer should be handed a copy of the Assessment Letter and their Name, and Phone Number should be recorded in the Workshops & Individual Services Appointment Book under the date they are scheduled to attend.
- If the customer is being scheduled through a phone interview then their Name, Address and Phone Number should be written down and given to the Receptionist who will mail a copy of the Assessment letter and record their information in the Workshops under the date they are scheduled to attend.

The session is designed to assist customers with making informed career choices. Customers will either use the computer software CHOICES CT or the on-line Job Zone program. These programs will allow customers to evaluate their educational background, abilities and work experience to determine their “transferable” skills. They will be also be able to clarify their interests as they relate to different jobs and access easy to use databases for researching occupations, colleges, financial aid resources and employment opportunities.

Participants should complete a workshop evaluation form that lists their session results, as well as any decisions they may have made as to their next step. If they don’t have a next step in mind then they should strongly be advised to make an individual counseling appointment to discuss their results.

Customers should continue to access Career Development Services until they can be classified as in need of Job Search Ready Services.

This service should be classified as a comprehensive assessment on OSOS. First click on the Activity L1- Staff Assisted Intensive and click yes on Assessment, Comprehensive. Then click on the Comprehensive Assessment Tab at the bottom of the screen and go to the Education Screen and add the CHOICES results for interests, and aptitudes.

The procedures outlined in Policy 102.2 should also be followed.

Policy #: 204 **Title: Individual Counseling Appointment – Career Planning**

Effective Date: 7/01/06

Amended Date:

Policy Description: Customers who are uncertain regarding their career goals should make an appointment with the Employment Counselor after they have completed one or more of the following**:**

- Attended Career Development Workshop I and or II
- Utilized Choices CT or Job Zone in the Career Resource Room
- Completed skills assessment or testing

Reference Documents: Workshops & Individual Services Appointment Book

Procedures: Customers will be signed up for the next available hour-long appointment with the employment counselor.

Individual counseling will vary considerably according to individual needs.
Initially, the counselor establishes rapport with the customer and then proceeds to understand and address the individual's current situation / needs and qualifications by**:**

1. Conducting an overview assessment interview to determine customers':
   - Relevant background**:**
     - Brief employment history
     - Education, training & skills
   - Employment needs & expectations from the counseling session
   - Personal problems / ability to cope with**:**
     - Work place environments
     - Pressures, including current family status (single parent; family size; eldercare; etc.)
     - Financial needs and related stress, e.g., ending of UI income
     - Career change desired

2. Applying appropriate / creative methods of Career Counseling to facilitate:
   - The perspective of customers who lack realistic career goals
   - The reachable goal-setting process by utilizing / referencing results from applicable workshop and / or self-assessment**:**
     - Attended Career Development Workshop I and or II
     - Utilized Choices CT or Job Zone in the Career Resource Room
     - Completed skills assessment or testing

3. Introducing additional career / job choices which customer should consider by reason of interests, transferable skills and qualifications**:**

- Utilizing resources available for job search:
    - Jobzone & various websites for specific jobs
    - Newspapers, Yellow Pages & Chamber of Commerce publications
    - Refer to current job postings including:
        - Career with the Government / Civil Service
        - Apprenticeship programs
- Accessing the Hidden Job Market / Networking

4. Assisting with Resume, Cover Letter & Interviewing Skills related to career change
   Assuming customer has attended workshops & has a current resume, counselor will**:**

- Critique, assist in customizing resume to new preferred career options or job postings
- Review, assist with writing cover letters related to career change
- Prepare / perform mock interview focusing on career change

5. Referring customer to staff & partners / agencies for appropriate supportive services:

- VESID
- OJT
- WIA
- Other: Mental Health, Financial Counselor, Public Assistance, etc.

6. E-Counseling

- Resumes & cover letters can be revised & critiqued via E-mail
- If further counseling is needed in specific areas, customer can communicate with counselor via telephone or E-mail
- Counselor can e-mail customer lessons & information on job search strategies, upon request

If customer needs further counseling assistance, additional appointments can be scheduled and Comprehensive Assessment & Testing Services can also be arranged.

Policy #: 205 **Title: Comprehensive Assessment & Testing Services**

Effective Date: 7/01/06

Amended Date: 10/10/10, 7/28/11

Policy Description: A comprehensive assessment assists customers in making career decisions and taking action on decisions by: identifying re-employment barriers; developing employment and/or training plans to overcome barriers; selecting educational programs consistent with goals; and/or following through on agreed upon career decisions.

Reference Documents:

TABE Forms 7 & 8	CHOICES CT
CAPS	O*NET
COPES	Career Zone
Policy 106	Policy 203
Prove It!	

Procedures:

Definition and Purpose:
Formal Comprehensive Assessment & Testing Services are appropriate for individuals who have barriers to employment, and/or are unclear of their career goals and would like some objective readings of their academic skills, abilities and/or work values related to careers. These assessments can be offered in addition to the career interests and labor market information that can be accessed through CHOICES.

Assessment & Testing Services are also available for individuals who are requesting a referral to job openings that require pre-hire testing if the initial assessment suggests the individual may not pass the pre-hire test or the customer would like to practice taking a standardized test.

Assessment & Testing Services are required for individuals who are requesting training services when initial assessments suggests the training may not be appropriate for the customer and no objective testing is available through the training program the customer wants to attend.

Assessment & Testing Services are also required for individuals who are requesting referral to an OJT opportunity to determine the skills gaps that can be remediated through the OJT.

Once a customer has been initially assessed and both staff and the customer determine that Career Development Services are needed, staff can then conduct a comprehensive assessment. A comprehensive assessment assists customers in making career decisions and taking action on decisions by: identifying re-employment barriers; developing employment and/or training plans to overcome barriers; selecting educational programs consistent with goals; and/or following through on agreed upon career decisions.

A formal comprehensive assessment should always include an in-depth structured interview and may also include additional formal and informal assessments as appropriate.

An **informal comprehensive assessment** is a non-standardized, subjective method of assessment that appraises an individual's interest, values, knowledge and understanding, skills and abilities, and barriers to employment. An informal assessment can be in the form of a questionnaire, checklist, group discussion or activity or through an in-depth desk interview.

- Much of what occurs during an Initial Assessment can also be defined as an informal comprehensive assessment. Staff should therefore record a comprehensive assessment in OSOS whenever the following activities take place during the Initial Assessment in-depth desk interview:
    - A customer fills out the appropriate questions on the Supplemental Questionnaire
    - A customer is identified as CDS because they have a barrier to employment that the staff member or the customer believes prevents them from finding a job and there is a service available (offered either by the Career Center or an outside agency) that the customer agrees to pursue to help them deal with that barrier. Options include, but are not limited to:
        - Childcare Issues
        - Crime Victim Issues
        - Disability limitations
        - Domestic Violence Issues
        - Lack of Education (GED/ESL)
        - No Money or Resources:
            - Food Pantries
            - Food Stamps
            - Medicaid
            - Other Healthcare Insurance
            - Home Energy Assistance Program (HEAP)
            - TANF
        - Homelessness
        - Literacy Problems
        - Mental Health Issues
        - Substance Abuse Problems
        - Transportation Problems
        - Legal Issues
- Staff should also record a comprehensive assessment in OSOS whenever the following activities take place outside of the Initial Assessment process:
    - A customer requests training, but for whatever reason, it is denied. The reason it is denied should also be recorded in OSOS. **Note: anyone referred to training should be coded CDS**.
    - A customer enrolls in training – this could be WIA funded, TAA, 599, Metrix, etc.
    - A customer attends Career Development Workshop II – The workshop leader will record the activity in OSOS, as well as the results.
    - A customer has an individual counseling appointment - The staff member who provided the service will record the activity in OSOS.

    - A customer has an individual resume appointment. – The staff member who provided the service will record the activity in OSOS.
    - A customer takes a ProveIt test. Whoever signs the person up for the Prove It test is responsible for the data entry and should include the test results they get emailed.

Comprehensive Assessment Activities must be data entered into OSOS.

- Go to Activity/ L1-Activity – Staff Assisted Intensive – click yes on Assessment, Comprehensive
- Go to Comp Assess – add appropriate data based on the results of the interview and supplemental questionnaire.

A **formal assessment** is a standardized, validated assessment instrument that is reliable and has been well researched. Formal assessments are paper and pencil and/or computer tests. Some tests and assessments include: O*Net Interest Profiler, Ability Profiler and Work Importance Locator, Strong, Work Keys, Choices, TABE, GATB, SATB, ProveIt, COPES, CAPS, etc.

Qualities of a strong comprehensive assessment:

- A comprehensive assessment should never rely on one tool. (i.e. Just using a questionnaire. If using only informal assessments, the comprehensive assessment should include both, an in-depth structured interview as well as a checklist, questionnaire, etc.)
- Informal comprehensive desk interviews or assessments should be structured, and lead to the development of an IEP where achievable goals can be set to overcome barriers to employment and/or skill gaps.
- Appropriate tests or assessment instruments should be selected for a specific individual in accordance with the person's characteristics; the setting and the nature of the question posed, and designed to make that assessment.
- Customers should feel understood, hopeful and motivated after receiving a comprehensive assessment.
- A comprehensive assessment should help customers realize what their job skills (and/or interests, personality, values, abilities) really are, and how these skills, etc. fit in with their career goals and ambitions.
- A comprehensive assessment should assist staff in comparing a customer's skills, abilities, interests, personality and values that are needed in a particular field or job.
- A formal assessment must be a valid, reliable test and follow the requirements under the *USDOL Testing and Assessment: Guide to Good Practice for Workforce Investment Professionals* manual and must be administered according to the instrument's procedural manual.

Comprehensive Assessment Activities must be data entered into OSOS.

- Go to Activity/ L1-Activity – Staff Assisted Intensive – click yes on Assessment, Comprehensive
- Go to Comp Assess – add appropriate data.

Policy #: 206 **Title: Individual Employment Plan**

Effective Date: 7/01/06

Amended Date: 12/01/08

Policy Description: All WIA customers, regardless of funding stream, who are receiving services beyond intensive job search assistance, must have a meeting with an Employment Advisor or Counselor in order to develop an Individual Employment Plan. All TAA and EDGE customers must have an Individual Employment Plan, regardless of the services they are receiving.

Reference Documents: IHF-Individual Employment Plan Sections A – P (2008).

Procedures: The Individual Employment Plan (IEP) should be developed with the customer during an individual appointment. It provides a summary of the customer's goals, and their background, skills, strengths and barriers to reaching those goals. It also provides an outline of the services that both the Customer and the Employment Advisor have agreed are necessary for the customer to reach their goals. The IEP outlines the responsibility of both the Career Center and the customer.

Sections A-J must be completed for all customers. Sections K-P are completed only if appropriate for the customer's individual situation. Both the Employment Advisor/Counselor and the customer must sign the IEP and the customer must get a copy of the plan.

The IEP document must be updated anytime a service has been completed, changed, or added. Anytime there is a change in customers' Supportive Service needs an IEP update is completed and a copy is given to the customer, and the Assistant Director for accounting. The original is placed in the file.

At the time the IEP service is recorded into OSOS, a concise comment must also be recorded. This also must occur for all IEP Updates.

Policy #: 206.1 **Title: Individual Employment Plan for DSS Customers**

Effective Date: 1/20/09

Amended Date:

Policy Description: All WIA customers who are also TANF or Safety Net recipients must have an Individual Employment Plan completed, regardless of the funding stream or the services they receive.

Reference Documents: IHF-Individual Employment Plan - Columbia-Greene Career Center & Social Services - Sections A – E (aka DSS IEP).
IHF-Individual Employment Plan Sections F – P (2008)
Policy 201.2
Policy 202
Policy 206

Procedures: The development of the Individual Employment Plan for DSS clients should begin with the customer's Initial Assessment interview. The Employment Advisor completing that interview must complete the appropriate parts of Sections A-E of the DSS IEP. A copy of the DSS IEP needs to be faxed to the appropriate county DSS office, following Policy 201.2 and 202.

Every time the customer completes one of the activities scheduled on the IEP, an update to the form should also be made. The updated form will then be faxed, again, to the appropriate county DSS office, following Policy 202.

The above process will continue until all activities outlined under Section D are completed. At the final IEP completion appointment, the DSS IEP should be retrieved from the "Waiting for Next Service" folder and attached to all appropriate additional sections of the IEP (Sections F-P) that is completed during the appointment. The final IEP document should be faxed to the appropriate county DSS office. At this point, the customer should have an individual folder created to hold their IEP and TANF 200% Application.

All other procedures referenced in Policy 206 should continue to be followed for DSS customers.

Policy #: 206.2 **Title: OSOS Individual Employment Plan**

Effective Date: 10/10/10

Amended Date:

Policy Description: All WIA customers who have had an Initial Assessment and are referred to any service beyond Self-Service/ Information only must have an Individual Employment Plan (IEP) activity recorded in OSOS.

Reference Documents: OSOS Desk Guide

Procedures: If during the Initial Assessment process it is determined that a customer could benefit from receiving any service, ranging from attending a workshop to enrolling in training then they have received an IEP service.

This should be recorded in OSOS under: Activities, L1 – Staff Assisted Intensive. A comment should be added listing the workshops and other services the individual was referred to attend.

Policy #: 207 **Title: Disability Program Navigator (DPN) Referral Services**

Effective Date: 7/01/06

Amended Date:

Policy Description: The Disability Program Navigator (DPN) will provide services that complement other programs and services for which individuals with disabilities may be eligible. These services and supports will assist individuals with disabilities to achieve financial independence and self-sufficiency through employment.

Reference Documents: Position Description for the Disability Program Navigator
Disability Program Navigator Initiative Fact Sheet (2006)
Social Security On-line – Program Development & Research

Procedures: If during the process of an Initial Assessment review, or the participation in any other Career Center service, it is determined that a customer has a disability that may impact their employment options then a referral to the DPN is warranted. The DPN will either meet with the customer, if the customer is on site, or send an outreach letter inviting them to utilize the DPN services.

An initial meeting with the customer will be to acquaint them with the various services available both at the Career Center and within the community. In dealing with youth, the DPN will be available and prepared to assist these customers in accessing the individualized supports needed to successfully transition to adulthood.

A meeting with the DPN may cover the following activities:

1. <u>Conducting an overview assessment interview to determine customers':</u>
   - Relevant background which includes what disability, strengths and weaknesses may exist. Also inquire about a brief background and benefits that may be received, employment history and experience and education, training & skills.
   - Employment needs, expectations and goals are discussed and what they hope to accomplish.
   - Personal problems / ability to cope with including disability, financial needs and related stress,etc.

2. <u>To determine the correct path and assist in:</u>
   - The realistic employment/training goal and how to attain it

3. <u>Introducing additional career / job choices which customer should consider by reason of interests, transferable skills and qualifications</u>**:**
   - Utilizing resources available for job search/job leads
   - Resources/referrals available to them including federal, state, and private programs, etc.

4. Assisting with Resume, Cover Letter & Interviewing Skills:

   Assuming customer has attended workshops & has a current resume, the DPN may**:**
   - Critique, assist in customizing resume
   - Review, assist with writing cover letters related to job goal
   - How and when to disclose a disability to a potential employer if desired/necessary
   - When to ask for a reasonable accommodation

5. Referring customer to staff & partners / agencies for appropriate supportive services:

   Including but not limited to:
   - VESID Orientation or Fast-Track, Mental Health Services, SSA, Benefits Planning Assistance and Outreach, GED, OJT, WIA services and other variety of necessary services.
   - If further counseling is needed in specific areas, customer can communicate with the DPN via telephone, E-mail or another face to face appointment.

Policy #: 208 **Title: Community Resources Available for Barriers to Employment**

Effective Date: 10/10/10

Amended Date:

Policy Description: Customers who acknowledge that they have barriers to employment should be referred to appropriate community services.

Reference Documents: Policy 106

Procedures: Staff should use the table below to find available resources for customers who have barriers to employment and should follow the procedures in Policy 106 for recording the activity into OSOS.

Community Resources

Category	Agency Name	Address	City	Zip	Telephone	Other
Child Abuse	Child Abuse Hotline				800-422-4453	
Childcare	Child Care Council of C/G Counties				800-494-1944	Resource and referral service.
Childcare	Columbia County DSS	25 Railroad Ave	Hudson	12534	518-828-9411	Can help pay for child care for people who are working
Childcare	Greene County DSS	411 Main St	Catskill	12414	518-719-3700	Can help pay for child care for people who are working
Criminal Record, Parole, Probation	ES 302.1 The Prime Objective					http://www.labor.state.ny.us/formsdocs/does/es302_1.pdf
Criminal Record, Parole, Probation	ES 699.3 NYS DOL Federal Bonding Program					http://www.labor.state.ny.us/businessservices/pdfs/es699_3.pdf
Criminal Record, Parole, Probation	Article 23-A of NYS Corrections Law					http://public.leginfo.state.ny.us/menugetf.cgi?commonquery=laws
Criminal Record, Parole, Probation	Hire Network					http://www.hirenetwork.org/resource.html#
Criminal Record, Parole, Probation	Legal Action Center					http://lac.org/index.php/lac/164
Criminal Record, Parole, Probation	NYS Federal Bonding Program					http://www.labor.state.ny.us/careerservices/findajob/parolee.shtm
Criminal Record, Parole, Probation	Ex Offender Reentry					http://exoffenderreentry.com
Disability Services	Vocational and Educational Services for Individuals with Disabilities (VESID)	Albany District Office 80 Wolf Rd, Suite 200	Albany	12205	518-473-8097 800-272-5448	TTY 518-457-2318
Domestic Violence	Community Action of Greene County	53 South Jefferson Ave	Catskill	12414	518-943-9205	
Domestic Violence	Columbia Opportunities	360 State St	Hudson	12534	518-822-1220	
Domestic Violence	Domestic Violence Hotline				800-799-SAFE	
Education	Questar III	Columbia Greene Educational Center Route 66	Hudson	12534	518-828-0675	ABE/GED/ESL
Food	Columbia Opportunities Inc	540 Columbia St	Hudson	12534	518-828-4611	
Food	Catholic Charities	The Ecumenical Food Pantry 431 East Allen St	Hudson	12534	518-828-8660	
Food	First Presbyterian Church	3212 Church St	Valatie	12184		

Category	Agency Name	Address	City	Zip	Telephone	Other
Food	Chatham Area Silent Pantry	Tracy Memorial Village Hall Main St	Chatham	12037	518-392-7794	
Food	Ghent Food Pantry	Ghent Town Hall Route 66	Ghent	12075	518-392-4053	
Food	Millerton Food Pantry	Main St, PO Box 929	Millerton	12546	518-789-3077	
Food	Community Action of Greene County	53 South Jefferson Ave	Catskill	12414	518-943-9205	
Food Stamps	Columbia County DSS	25 Railroad Ave	Hudson	12534	518-828-9411	
Food Stamps	Greene County DSS	411 Main St	Catskill	12414	518-719-3700	
Food Stamps	Nutrition Outreach of Twin Counties				518-822-9600	
Healthcare	Healthcare Consortium	325 Columbia St	Hudson	12534	518-822-8820	
Healthcare	Family Resource Center of Columbia County	PO Box 319	Chatham	12037	518-392-3911	Email: NRC01@aol.com
Home Energy Assistance Program (HEAP)	Columbia County DSS	25 Railroad Ave	Hudson	12534	518-943-9205	
Home Energy Assistance Program (HEAP)	Greene County DSS	411 Main St	Catskill	12414	518-719-3700	
Homelessness	Columbia County DSS	25 Railroad Ave	Hudson	12534	518-828-9411	
Homelessness	Greene County DSS	411 Main St	Catskill	12414	518-719-3700	
Homelessness	Community Action of Greene County	53 South Jefferson Ave	Catskill	12414	518-943-9205	
Homelessness	Columbia Opportunities	360 State St	Hudson	12534	518-822-1220	
Literacy	Hudson Even Start	360 State St	Hudson	12534	518-828-4360	
Literacy	Literacy Connections of C/G Counties	Hudson Area Library 400 State St	Hudson	12534	518-828-1792	www.literacyconnections.org
Literacy	Chatham Library	11 Woodbridge Ave	Chatham	12037	518-392-3666	
Literacy	Catskill Library	1 Franklin St	Catskill	12414	518-697-8227	
Medicaid	Columbia County DSS	25 Railroad Ave	Hudson	12534	518-828-9411	
Medicaid	Greene County DSS	411 Main St	Catskill	12414	518-719-3700	
Mental Health	Mental Health Association of Columbia & Greene Counties	713 Union Street	Hudson	12534	(518) 828-4619	

Category	Agency Name	Address	City	Zip	Telephone	Other
Mental Health	Mental Health Association of Columbia & Greene Counties	30 W. Bridge Street	Catskill	12414	(518) 943-0176	
Substance Abuse	Twin County Recovery Services				828-9300 or 943-2036	
Suicide Prevention	National Suicide Prevention Lifeline				800-273-TALK	
Tax Preparation						www.icanefile.org
Tax Preparation	Community Action of Greene County	53 South Jefferson Ave	Catskill	12414	518-943-9205	
Tax Preparation	Columbia Opportunities	360 State St	Hudson	12534	518-822-1220	
Transportation	Community Action of Greene County	53 South Jefferson Ave	Catskill	12414	518-943-9205	Partners-Catch-A-Ride, Wheels for Work
Victim Advocacy	The Reach Center	542 Warren St	Hudson	12534	1-888-943-2472	

Policy #: 209 **Title: Credential Evaluation Services for Foreign Graduates**

Effective Date: 1/13/11

Amended Date:

Policy Description: Referral services for foreign educated individuals who have completed all or part of their education outside of the United States, and who need their education evaluated for entrance into further education, employment, or professional licensure should be offered.

Reference Documents:

Procedures:
The National Association of Credential Evaluation Services (NACES) is an association of private foreign educational evaluation services. NACES serves foreign educated individuals who have completed all or part of their education outside of the United States, and who need their education evaluated for entrance into further education, employment, or professional licensure. With the exception of the Commission on Graduates of Foreign Nursing Schools International and Education Evaluators International, Inc., all of the agencies listed under *Credential Evaluation Services to Certify Foreign Credentials* are members of NACES. A list of all of the NACES members is located at http://www.naces.org/members.htm.

Credential Evaluation
A credential evaluation is an assessment, analysis, and written comparability statement of individual qualifications obtained abroad. An individual's education is evaluated by specialists in the field of applied comparative education and a report will be created with the United States educational equivalent.

Translation
A translation is a word-for-word rendering of the original text from one language into another. An official translation must be obtained from an authorized institution such as an embassy, college or university, or a translation agency (see *Translation Services for Foreign Degrees*). A certified/notarized translation may be completed by any translator regardless of credentials with a certification that the translator is competent.

*Note: Several agencies do both credential evaluation and translation.

Licensing
Licensing by the state government is required for many professions to ensure that the public will not be harmed by the employee's lack of ability.

The following is a list of agencies that conduct credential evaluation and those who provide translation services. It also contains the list of 48 New York State Licensed Professions from the New York State Education Office of Professions.

Credential Evaluation Services to Certify Foreign Credentials

Academic Evaluation Services, Inc. 11700 N. 58th Street G & H Tampa, FL 33617 Phone: 813.374.2020 Fax: 813.374.2023 Email: info@aes-edu.org http://www.aes-edu.org	**Education Evaluators International, Inc.** 11 South Angell St. #348 Providence, RI 02906 Phone: 401.521.5340 Fax: 401.437.6474 Email: eval@educei.com http://www.educei.com
A2Z Evaluations, LLC PO Box 74040 Davis, CA 95617 Phone: 530.400.9266 Email: info@A2Zeval.com http://www.A2Zeval.com	**Education International, Inc.** 29 Denton Rd. Wellesley, MA 02482 Phone: 781.235.7425 Fax: 781.235.6831 Email: edint@gis.net http://www.educationinternational.org
Center of Applied Research, Evaluations, & Educations, Inc. PO Box 20348 Long Beach, CA 90801 Phone: 714.237.9272 Email: eval_caree@earthlink.net http://www.iescaree.com	**Educational Perspectives, nfp.** PO Box 618056 Chicago, IL 60661-8056 Phone: 312.421.9300 Fax: 312.421.9353 Email: info@edperspectives.org http://www.edperspectives.org
Commission on Graduates of Foreign Nursing Schools International 3600 Market St., Suite 400 Philadelphia, PA 19104-2651 Phone: 212.349.8767 http://www.cgfns.org	**Educational Records Evaluation Services** 601 University Ave., Suite 127 Sacramento, CA 95825 Phone: 916.921.0790 Fax: 916.921.0793 Email: edu@eres.com http://www.eres.com
e-Val Reports 10924 Mukilteo Speedway, #290 Mukilteo, WA 98275 Phone: 425.349.5199 Fax: 425.349.3420 Email: brad@e-valreports.com http://www.e-valreports.com	**Evaluation Service, Inc.** PO Box 85 Hopewell Junction, NY 12533 Phone: 845.223.6455 Fax: 845.223.6454 Email: info@evaluationservice.net http://www.evaluationservice.net
Educational Credential Evaluators, Inc. PO Box 514070 Milwaukee, WI 53203-3470 Phone: 414.289.3400 Fax: 414.289.3411 Email: eval@ece.org/http://www.ece.org	**Foundation for International Services, Inc.** 14926-35th Ave. West, Suite 210 Lynnwood, WA 98087 Phone: 425.248.2255 Fax: 425.248.2262 info@fis-web.com/http://www.fis-web.com
Global Credential Evaluators, Inc. PO Box 9203 College Station, TX 77842-9203 Phone: 800.707.0979 Fax: 512.388.3174 Email: gce.gceus.com http://www.gceus.com	**World Education Services, Inc.** PO Box 5087 Bowling Green Station New York, NY 10274-5087 Phone: 212.966.6311 Fax: 212.739.6100 http://www.wes.org

Global Services Associates, Inc. 2554 Lincoln Blvd., #445 Marina del Rey, CA 90291 Phone: 310.828.5709 Fax: 310.828.5709 Email: info@globaleval.org http://www.globaleval.org	**International Academic Credential Evaluators, Inc.** PO Box 2465 Denton, TX 76202-2465 Phone: 940.383.7498 Fax: 940.382.4874 Email: staff@iacei.net http://www.iacei.net
International Education Research Foundation, Inc. PO Box 3665 Culver City, CA 90231-5665 Phone: 310.258.9451 Fax: 310.342.7086 Email: information@ierf.org http://www.ierf.org	**Josef Silny & Associates, Inc. International Education Consultants** 7101 S.W. 102 Ave. Miami, FL 33173 Phone: 305.273.1616 Fax: 305.273.1338/ 305.273.1984 (Translations) Email: info@jsilny.com http://www.jsilny.com
SpanTran Educational Services, Inc. 7211 Regency Square Blvd., Suite 205 Houston, TX 77036-3197 Phone: 713.266.8805 Fax: 713.789.6022 Email: info@spantran-edu.org/ http://www.spantran-edu.org	

Translation Services for Foreign Degrees

Bruce International, Inc. 4800 SW Griffith Dr., Suite 100 Beaverton, OR 97005 Phone: 503.643.8448 Fax: 503.643.7174 Email: info@bruceinternational.com http://www.bruceinternational.com	**Josef Silny & Associates International Education Consultants*** 7101 SW 102 Ave. Miami, FL 33173 Phone: 305.273.1616 Fax: 305.273.1984 Email: info@jsilny.com http://www.jsilny.com
Certified Languages International 4724 SW Macadam Ave. Portland, OR 97201 OR 4130 E. Van Buren Phoenix, AZ 85008 Phone: 800.225.5254 http://www.certifiedlanguages.com/document-translation	**Lingo Systems** 15115 SW Sequoia Parkway, Suite 200 Portland, OR 97224 Phone: 503.419.4856 Fax: 503.419.4873 Email: info@lingosys.com http://www.lingosys.com
Education Evaluators International, Inc.* 11 South Angell St. #348 Providence, RI 02906 Phone: 401.521.5340 Fax: 401.437.6474 Email: eval@educei.com http://www.educei.com	**Pacific Interpreters, Inc.** (Healthcare) 707 SW Washington, Suite 200 Portland, OR 97205 Phone: 800.311.1232 http://www.pacificinterpreters.com

Foundation for International Services* 14926-35th Ave. West, Suite 210 Lynnwood, WA 98087 Phone: 425.248.2255 Fax: 425.248.2262 Email: info@fis-web.com http://www.fis-web.com	**SpanTran Educational Services, Inc.*** 7211 Regency Square Blvd, Suite 205 Houston, TX 77036-3197 Phone: 713.266.8805 Fax: 713.789.6022 Email: info@spantran-edu.org htpp://www.spantran-edu.org
IRCO/International Language Bank 10301 NE Gilsan St. Portland, OR 97220 Phone: 503.234.1541 Fax: 503.234.1259 Email: info@irco.org http://www.irco.org	**University Language Services** Department of Certification 15 Maiden Lane, Suite 300 New York, NY 10038 Phone: 800.419.4601 Fax: 866.662.8048 http://www.universitylanguage.com
WordExPress Corporation 8306 Wilshire Blvd., Suite 200 Beverly Hills, CA 90211 Phone: 800.570.0700 Fax: 800.570.5950 Email: info@wordexpress.net http://www.wordexpress.net	

*Please note that all companies with an asterisk indicate that they provide both translation and credential evaluation services.

To find a list of NYS Licensed Occupations, go to: www.op.nysed.gov/prof

Policies 300 – 399 Skills Development Services

Policy #: 301 **Title: Priority of Service & Financial Aid Determination –WIA Title IB**

Effective Date: 10/31/02

Amended Date: 7/1/09

Policy Description: Local guidelines for financial aid eligibility for intensive or training services for WIA Adults and Dislocated Workers is based on self-sufficiency levels and priority of service guidelines established by the Workforce Investment Board of Columbia & Greene Counties.

Reference Documents: WIB Resolution 0210-31
IHF - Application For WIA Title IB Financial Aid
IHF – Documentation Checklist
WIA Section 134(b)(4)G
WIB Resolution-0106-09
IHF-Columbia Greene Training Request Review Sheet
IHF-Important Information About Obtaining An Individual Training Account
IHF-Individual Employment Plan Sections A –J

Procedures: Individuals requesting financial aid for training through WIA Title I must complete the following steps:

- Meet with an Employment Advisor who will explain the "Application for WIA Title IB Financial Aid" form. At the same time, the customer will also be provided with a "Documentation Checklist" form, which will identify the information the customer must provide in order to complete the eligibility process. Such as Driver's License, Non-driver's Identification, Birth Certificate to determine if a customer is over age 18. With males registered with Selective Service if born after 12/31/59.

- The customer will then be given an appointment to bring back the completed Application form and the required documentation. The Employment Advisor will give the customer their business card, with the date and time of the appointment written on the back of the card.

- At this appointment the Employment Advisor responsible for financial aid determination will determine if the customer meets the following guidelines:

  Adults: The self-sufficiency level for adults is $16.00 per hour for the individual applicant.

  Dislocated Worker: The self-sufficiency level for dislocated workers is a replacement wage of 97% of their previous salary.

Priority of Service Guidelines for ITA's and OJT's

- For Adults: Columbia or Greene County Resident. A veteran or eligible spouse of a veteran or a member of a household with a family Income level below the Poverty or 70% of LLIL Guidelines, based on family income during the previous 26 weeks.
- For Dislocated Workers: Income is below a self-sufficient level
- For Adults and Dislocated Workers: Individuals with limited formal education

Priority of Service Guidelines for OJT and Customized Training

- For Adults and Dislocated Worker: Columbia or Greene County Resident or business located in Columbia or Greene County.

Additional Policy Requirements for ITA's

For Adults and Dislocated Workers with Associate degrees or higher, approval will be determined by staff from the Workforce Investment Office. Approval will be based on:

- A review of the applicant's degree in relation to in-demand occupations and a review of the applicant's work experience to determine likelihood of reaching self-sufficiency without additional education.
- Must not be in default on a student loan to access an ITA for a training program that is also PELL eligible.
- For Adults, ITA's will only be approved for an individual when the mean hourly wage of the occupation being trained for will increase the individual's income by ten percent (based on the individual's pre-program hourly wage).
- For Dislocated Workers, ITA's will only be approved for an individual when the mean hourly wage of the occupation being trained for is at least 97% of the individual's pre-laid- off wage. Exceptions can be made to this policy if the results of the vocational assessment process determine that it is unlikely that the individual will be able to complete any training program or find employment in any field that will increase their income or replace their previous wage within a reasonable time frame.
- For Dislocated Workers residing outside of Columbia or Greene County the ITA system for those individuals will follow the system from their county of residence. The maximum amount of the ITA will also be based on their county of residence, unless it is higher than the Columbia Greene amount, in which case the Columbia-Greene amount will be utilized.

The Employment Advisor will discuss the Application For WIA Title IB Financial Aid form and any completed career planning or testing activities with the customer to complete sections A-J of the IEP.

These documents will also be used to complete the Columbia Greene Training Request Review Sheet which will determine if an ITA can be approved for the customer.
If a positive outcome is determined then the Employment Advisor will complete the Important Information About Obtaining An Individual Training Account form, which outlines the next steps the customer will need to take to enroll in approved training.

The customer will then be introduced to the Employment Advisor who is assigned to provide case management activities for the training program the customer has selected. All documentation will also be given to this Employment Advisor.

Policy #: 301.1 **Title: Financial Aid Determination –TANF 200%**

Effective Date: 7/01/06

Amended Date: June 1, 2008

Policy Description: Customers with children, or customers who are under 18 years of age and are not an emancipated minor, who are seeking any intensive or training service should receive a TANF application.

Reference Documents:

Procedures: Procedures: Individuals requesting financial aid for training through WIA Title I must complete the following steps:

- Meet with an Employment Advisor who will explain the TANF 200% application. At the same time, the customer will also be provided with a “Documentation Checklist” form, which will identify the information the customer must provide in order to complete the eligibility process.
- The customer will then be given an appointment to bring back the completed Application form and the required documentation. The Employment Advisor will give the customer their business card, with the date and time of the appointment written on the back of the card.
- At this appointment the Employment Advisor responsible for financial aid determination will determine if the customer meets the following income guidelines and all other requirements for TANF eligibility:

200% of Poverty Guidelines Chart
June 1, 2008 through May 31, 2009

Family Size	Monthly Income	Annual Income
1	$1,733	$20,800
2	$2,333	$28,000
3	$2,933	$35,200
4	$3,533	$42,400
5	$4,133	$49,600
6	$4,733	$56,800
7	$5,333	$64,000
8	$5,933	$71,200

For family units with more than eight members add $600 monthly or $7,200 annually, for each additional family member.

Policy #: 301.2 **Title: Financial Aid Determination – Title V-ND**

Effective Date: 7/01/06

Amended Date:

Policy Description:

Reference Documents:

Procedures:

Policy #: 301.3 **Title: Financial Aid Determination – Other**

Effective Date: 7/01/06

Amended Date:

Policy Description: Other funding sources may be available to customers.

Reference Documents: Training provider notification of financial aid eligibility.
EDGE application.

Procedures: Depending on customer's program. Other sources of financial aid may be available. If program is TAP or PELL eligible, customer will be referred to appropriate financial aid office for determination. If program is EDGE eligible, eligibility will be based on TANF 200% guidelines, and an application will be completed by customer and WIA staff.

Policy #: 301.4 **Title: Supportive Services**

Effective Date: 7/01/06

Amended Date: 7/01/08
2/20/09
3/09/09
7/01/09
7/01/10

Policy Description: Supportive services are monies reimbursed to WIA participants participating in training programs to offset the costs involved with participation. These services are available as long as funds are available to support the service.

Reference Documents: TA 09-3
IEP Sections A-K
IEP Section L. -Supportive Services
IHF – Job Search Expense Statement 0209.

Procedures:

There are no funds currently available to offer supportive services, except in specific, extreme cases approved by the WIO Director.

Transportation:
Costs are reimbursed for mileage for training activities only for those customers traveling at least 100 miles per week. Reimbursement is set at a fixed rate of $20.00 per week. Section L of the Individual Employment Plan must be completed by the customer's Employment Advisor, and a copy of that IEP section must be submitted to the Assistant Director for Accounting.

Child Care:
If children are with a home-based sitter reimbursement is at $2:00 and hour for the first child, $.75 an hour for second child and $.50 an hour for each additional child. These payments are made for class time, plus one half-hour before training begins and one half-hour after training ends to cover travel time. This information is gathered in the supportive service assessment form. Upon enrollment in a program, participants will obtain a baby sitter form from their Employment Advisor. Once completed payments will begin. It is the responsibility of the participant to pay the babysitter upon receipt of the child care check. Participants electing to utilize a center based child care service must contact their Employment Advisor. A contract between our office (WIO) and the Day Care Center will be issued. Day Care Centers usually bill us monthly and we pay them directly.

Both transportation and non-Day Care Center payments are calculated based on attendance records received from the training facilities or the customer. If a day of class is missed there will be no supportive services for that day. Supportive service checks made out directly to customers are issued on a bi-weekly basis. They are issued every other Thursday afternoon. They can be picked up at the WIO office or they will be mailed to participants homes (this is arranged with the Employment Advisor in advance).

Policy #: 301.5 **Title: Needs Related Payments**

Effective Date: 7/01/00
Amended Date:

Policy Description: Needs related payment(s), (NRP's), are cash payments made to eligible dislocated workers in order to enable them to continue participating in a training or education program.
Reference Documents: Workforce Investment Act Sections 663.815 through 663.840

Procedures: Receipt of NRP's will be limited by time and conditions. The eligibility to receive payments will be determined by the factors listed below: The LWIB is intent upon making this support available. However, it is the lowest priority activity within the service mix we offer to customers. Since the amount of funding set aside to make NRP's will be the last dollars budgeted, we cannot guarantee that every eligible customer will receive payments or that all that do will reach the school year cap of $750.00. Payments will be for $50.00 per week, made on a bi-weekly basis.

To qualify an individual *must*:
- Ceased to qualify for unemployment insurance payments;
- Have been accepted in training or education by the end of the 13th week of their initial unemployment compensation benefit period;
- Apply for and utilize, if eligible, TAP and PELL grants and
- Accept a student aide position if one is available, and if not eligible, conduct a job search that meets the approval of your program advisor.

Additional conditions:
- Customers who can retain $750.00 or more of PELL grant funding after meeting tuition and fee obligations will not qualify for NRP's in that semester.
- Payments will only be made during semesters/scheduled training periods in which the customer is enrolled in a full time program.
- A full time program is defined as either a non-credit or licensing program which requires a customer to attend instruction for at least 20 hours per week or a credit bearing program semester during which a customer is enrolled in no fewer than 15 credits, whenever appropriate classes are available.
- Customers, with the assistance of their Employment Advisor, must complete the NRP section of the Individual Employment Plan. This form identifies the weeks for which the payments are available. It includes an attestation paragraph that states the customer has no additional income, including UI payments for those weeks. It also states that the customer will notify the Career Center if their financial situation changes. Finally, it states that the customer agrees to reimburse the Career Center for any overpayments that are made, either through a deduction from future NRPs, or actual cash reimbursement. The customer must sign this form before payments begin.
- Employment Advisors will be responsible for determining the start and end dates for their students receiving NRPs, based on the student's school schedule and date they reach the $750.00 cap. When participants receive their NRP check on a bi-weekly basis they will be required to sign an attestation statement confirming that they had no additional incoming during the two week period covered by the check and that they attended all required school hours.

*The LWIB has not set a policy for adults or participants who do not qualify for unemployment insurance as a result of the qualifying layoff.

Policy #: 302 **Title: Case Management Services**

Effective Date: 7/01/06

Amended Date: 10/11/06

Policy Description: Case Management services are provided for all customers receiving intensive job readiness services (such as EEP or computer literacy) and training services.

Reference Documents: IEP/IEP updates(in-house forms), OSOS, ITA form

Procedures: WIO Individual Employment Plan updates will be completed by the Employment Advisor any time there is a change in the customer's program activities or supportive service needs. Copies of these forms will be forwarded to the customer, the Assistant Director for Accounting, and to all agencies that are also serving the customer. The Employment Advisor will also be responsible for completing ITA, Book Store Vouchers and establishing contact with school providing training.

Employment Advisors will use OSOS to list all contacts made with the client, as well as post a note function in OSOS. The date of the contact, the purpose of the contact, and the outcome of the contact will be documented. Employment Advisors will describe all contacts they have had with the customer as well as attempts at contact. All services will be recorded on OSOS service module.

Employment Advisor is responsible for maintaining contact with and providing a service for a customer at least once every 90 days. Employment Advisor will be responsible for continued support upon completion of training or service including job search assistance, data entry in OSOS and referrals to other agencies.

Policy #: 302.1 **Title: Case Management Services – DSS Customers**

Effective Date: 1/20/09

Amended Date:

Policy Description: Case Management services are provided to DSS customers that have completed and Individual Employment Plan (IEP) and are the same as are provided for all customers receiving intensive job readiness services (such as EEP or computer literacy) and training services, except for the additional documentation that is required for TANF purposes.

Reference Documents: DSS Record of Participation (W:\Masters\CUSTOMER FORMS\enrollment related\DSS Record of Participation.doc); DSS Participant Handout 2009

Procedures:
DSS customers, whose completed Individual Employment Plan includes coming to the Career Center for Job Seeking, Skill Development, or Training Services, (other than the workshops that are listed on their IEP Sections A-D), must have their time tracked on the DSS Record of Participation form.

The number of hours spent completing job search activities and the number of hours spent completing skill development (training) activities must be tracked separately. **Note: For TANF reporting requirements, skill development and training activities are both considered training activities.**

Job search activities include time spent in the Resource Room looking for employment, preparing a resume, writing a cover letter, or filling out on-line employment applications.

Training activities includes time spent using the typing tutor or working on their Metrix Learning course of study.

Job Search or Training activities must be identified as such on the DSS Record of Participation form.

The Record of Participation form will be kept at the front desk for each DSS customer whose IEP states they will be coming to the Career Center for job search or training purposes. The customer must sign-in and sign-out each day they come to the Center, using the Record of Participation form. This form must be faxed to the appropriate county at the end of each week, and then placed in the customer's permanent file.

Employment Advisors who complete customers' Individual Employment Plans (IEP) must ensure that new weekly Records of Participation forms are created each week for all of their customers who may be coming to the Career Center the following week.

The customers will be provided a handout explaining the rules of participation, including the fact that they must sign in and sign out every time they come to the Center. The Greeter will also be double checking, trying to ensure that DSS customers complete their time sheets.

Policy #: 303 **Title: Employee Enhancement Program for Unemployed**

Effective Date: 7/01/06

Amended Date:

Policy Description: All job seekers are invited to attend the Employee Enhancement Program. All WIA customers that attend the Computer Literacy Training will also be required to attend the Employee Enhancement Program.

Reference Documents:
Employee Enhancement Program, sign up sheet Job Seekers:
W:\Masters\employee enhancement program\master EEP\sign up job seekrs EEP.doc

Employee Enhancement Program, sign up sheet, Computer Literacy enrollees:
W:\Masters\CUSTOMER FORMS\enrollment related\Schedule for Computer Class.doc

Procedures:
The Employee Enhancement Program operates bi-monthly and runs four Thursday mornings from 9:00 am – 12:00 pm. The Employee Enhancement Program coordinator will send out an email to staff with the Employee Enhancement Program Information Sheet completed as the time for each session gets closer. Staff will inform job seekers and current customers that the service is available. If a customer is interested then staff will provide the name to the EEP coordinator. Customers that request more detailed program information will also be referred to the Employee Enhancement Program coordinator.

The EEP coordinator will complete the required OSOS documentation for job seeking customers attending the Employee Enhancement Program, provided the customer is not already enrolled in a intensive or training service that already has an Employment Advisor assigned to that program, such as YES, a vocational training program or Computer Literacy. In those cases, OSOS enrollment will be completed by the Employment Advisor already responsible for the customer.

Policy #: 304 **Title: Short-term Pre-Vocational Education Services**

Effective Date: 7/01/07

Amended Date: 9/28/2007
10/18/2007

Policy Description: Short-term prevocational education services are being defined by NYS as skill development services (which is considered a training service). All services provided to customers should be considered a skill development service as long as it is transferable to a work setting.

Reference Documents: TA #07-11.1

Procedures:
According to WIA regulations and NYS policy, Short-term Prevocational Skill services include development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training.

In terms of the services that are provided by the Career Center, Short-term Prevocational Skills include:

- Presentation Skills workshops (Interviewing skills, Making the most out of job fairs, How to Create a PowerPoint Presentation, etc). **Note:** for local purposes, this will include Career Development Workshop I
- All four workshops that encompass the Employee Enhancement Program
- Any workshops related to utilizing the computer (how to use the mouse, search the internet, Keyboarding, Microsoft office programs.) **Note:** for local purposes, this will always include Career Development Workshop I and possibly Career Development Workshop II, if the workshop covers instruction on navigating the internet
- Any workshops related to reading for information, basic arithmetic, or studying for any type of pre-hire testing (obviously, the skills being taught for the test will be used on the job).

To be counted as a skill development service, the service must be recorded in OSOS as "Short-term Pre-vocational Skills to Prepare for Employment or Training" under L1- Staff Assisted Intensive Service. In addition, the name of the pre-vocational session, and its beginning and ending dates should be recorded in OSOS COMMENTS.

Policy #: 304.1 **Title: Interview Skills Workshop**

Effective Date: 7/01/06

Amended Date: 10/19/07

Policy Description: The Career Center will offer Interviewing Skills workshops twice per month. The interviewing skills workshop will focus on developing customers verbal presentation skills, which will not only help them secure employment, but will also assist them in the completion of their job duties. As such, the Interview Skills Workshop is considered a skill development activity.

Reference Documents: Workshops & Individual Services Appointment Book

Procedures:

Customers who are determined to need assistance with their verbal presentation skills will be referred to the next available workshop. These workshops are offered on the 1st and 3rd Friday mornings of the month.

Appointment letters should be provided to the customer and their planned attendance should be noted in the Workshops & Individual Services Appointment Book.

The topics covered include, but are not limited to:

- Appropriate attire and appearance
- Appropriate arrival time
- Handling introductions
- Preparing answers for typical questions in advance
- Appropriate length of answers to questions
- 30 second spiels
- How to ask appropriate questions
- How to close the meeting

Policy #: 305 **Title: ITA Training**

Effective Date: 6/30/01

Amended Date: 1/15/08
4/8/09
7/28/09
7/1/10
12/1/11

Policy Description: Once financial aid eligibility for Title IB has been determined, customers must still obtain approval for an Individual Training Account (ITA). Approval will be based on availability of funds, customer's projected ability to successfully complete training, cost of training, provider eligibility, demand occupation, mean hourly wage, and placement rate upon training completion.

Reference Documents: WIA Section 134(b)(4)G
WIB Resolution-0106-09
IHF-Columbia Greene Training Request Review Sheet
IHF-Columbia Greene ITA Form
IHF-Important Information About Obtaining An Individual Training Account

Procedures:
To approve a customer for an ITA the following issues must be addressed:

- The individual has met the financial aid eligibility requirement for WIA Title IB.
- If an individual already has an educational attainment level at, or above, an Associate Degree, then a review of the applicant's degree and previous work experience must conclude that the applicant is unlikely to reach self-sufficiency without additional education.
    - **Note:** For Adults and Dislocated Workers that possess an Associate degree or higher that is determined to still be relevant, a Mini-ITA of $1,000 may be available, if determined appropriate by staff from the Workforce Investment Office.
- The individual is not in default on a student loan, if they are selecting a training program that is eligible to receive PELL grants.
- The school selected by the applicant is on the New York State Eligible Training Provider list.
- For Adult eligibility, the individual should be requesting an ITA for training in an occupation that will increase the individual's income by ten percent (based on a comparison of the individual's pre-program hourly wage to the mean hourly wage for the occupation).
- For Dislocated Worker eligibility, the individual is requesting an ITA for training in an occupation that should pay an income that is at least 97% of the individual's pre-laid-off wage.

- **Note:** Exceptions to the wage policy can be made if the results of the vocational assessment process determine that it is unlikely that the individual will be able to complete any training program or find employment in any field that will increase their income or replace their previous wage within a reasonable time frame.

- For Dislocated Workers residing outside of Columbia or Greene County the ITA system for those individuals will follow the system from their county of residence. The maximum amount of the ITA will also be based on their county of residence, unless it is higher than the Columbia Greene amount, in which case the Columbia-Greene amount will be used.

Upon approval of training:

- The customer and employment advisor will complete the ITA form. The ITA form will be signed and dated by employment advisor, customer and training provider. First page (white) is kept in customer folder, second page (yellow) is given to Associate Director of accounting, third page (pink) is given to customer and last page (goldenrod) is kept by training provider.

- **ITA amount is $2,000 maximum, including books and supplies. No ITA can be approved for any occupation where the mean hourly wage is below $9.87.** (There is a grandfather clause covering 2 year degree programs, where the ITA was initially approved prior to July 2010.)

Note: For a historical perspective, prior to July 1, 2010 the ITA amounts were as follows.

MEAN HOURLY WAGE RATE	AMOUNT OF ITA
$13.87 OR ABOVE	$8,000
$11.87 to $13.86	$7,000
$10.37 to $11.86	$5,000
$9.87 to $10.36	$3,500
BELOW $9.87	0

For PY 10 the amount was $4,000.

Policy #: 306 **Title: Technology Based Learning - Metrix System**

Effective Date: 11/01/08

Amended Date: 11/20/08
79/30/09

Reference Documents:

- Metrix Guidance Edits AV-VS 10-28.doc (saved on the W drive in the Policy folder)
- NY Wired Technical Assistance at 462-1780
- NY Wired Training Manual
- OSOS Metrix Guide (saved on the W drive in the On Line Learning folder)
- Individual Employment Plan (Section N: Metrix Skill Development Plan and Section O: Metrix Training Plan)

Policy Description: Metrix Learning is an internet-based learning management system/portal that provides the following functions:

1. objective assessment/testing of an individual's skills relative to a selected occupation;
2. identification of the individual's skills gap based on the completed assessment for the selected occupation;
3. access to technology-based learning (TBL) courses to help build the individual's skill where deficiencies have been identified; and
4. monitoring and tracking of all activities by an individual for case management.

The Columbia-Greene area has purchased 250 Soft Skill licenses to be used by 9/30/11. The following numbers of licenses are available to customers:

- Stimulus Youth – 25
- Adults – 112
- Dislocated Workers - 113

In most cases Metrix Learning is considered a "Skills Development" service, as it is a short-term service to develop the participant's vocational or job readiness skills for training or employment.

Metrix Learning can be considered a "Training" service if it meets the following criteria:

- The course is part of an individual employment plan; and
- Course duration is the same for all students (i.e., the learning is not self-paced).
- Completion time for assignments is the same for all students.
- There is an instructor for the course, who is available to assist students and answer questions.
- Student participation and progress are monitored regularly.

For Columbia-Greene, Metrix Learning will be considered a Training service when the learning plan is developed or approved by a NYS Certified Teacher, the combined coursework equals at least 60 hours of instruction, and the above guidelines are met.

Procedures:
Customers, who have a defined career goal, can be referred to Metrix Learning at any point after they have completed an initial assessment and have been referred to Career Development Workshop I. (Customers who do not have a specific career goal should be referred to Career Development Workshop II).

Appropriate referrals to this skill development service include:

- People with backgrounds in **any** occupational area who feel they are weak in **any** skill or task related to that occupation.
- People with backgrounds or interest in any occupational area who are unable to verbally describe the skills and abilities they use in that field.
- People with backgrounds and/or interest in the following occupational areas:
    - Health Care (Home Health Aides, C.N.A.s, LPNs, RNs, Medical Billing, Medical Secretaries)
    - Computer Programmers, Computer Network Analysts, or Computer Support Specialists
    - Accounting and Bookkeeping
    - Administrative Assistants, Secretaries, Office Clerks, Receptionists
    - Customer Service Representatives
    - Manufacturing
    - Stock Clerks and Order Fillers
    - Human Resources
    - Cashiers and Retail Sales
    - Retail Management

Important points that should be included with any discussion with customers regarding the value of Metrix Learning as a skill development tool include:

- The customer will be able to "brush-up" on tasks and skills needed for their occupation in case they haven't used that skill in a while.
- Different employers have different procedures and tools (for example, different software programs) in completing the same type of tasks. Therefore, even though a customer may know how to complete a task in one way, they may benefit in being exposed to other methods or tools so they are more prepared for their next job. During these difficult times any advantage can help them with their job search.
- There are many employers in the Capital District region (including Columbia & Greene counties) that use this system to train their current employees. Having Metrix course certifications provides an objective measure that you actually have the skills you say you have. It should provide you with an advantage over other job seekers.
- If the customer's occupation has any connection with customer service, Metrix learning can provide some valuable information regarding communication skills and dealing with difficult people. Again, this information (skill) will be seen as very valuable to potential employers.
- If the customer is unfamiliar with computers, this can be a non-threatening and fun way to develop this very necessary skill.

All customers interested in Metrix learning must meet with the Employment Advisor who is responsible for acting as the Metrix Administrator. This meeting will last approximately one half hour. It can be arranged in a number of ways:

- If the customer is in the office and a Metrix Administrator has a half hour available, the meeting can take place immediately.
- If the customer has attended or is registered to attend Career Development Workshop I then the customer can be scheduled for an appointment with a Metrix Administrator. Appointment dates and times are available in the "Workshop and Individual Service Appointment Book".

Skill Development Metrix License:
The following are the steps that the Metrix Administrator will complete when creating a Metrix Skill Development license for a customer:

1. The Metrix Administrator will work with the customer to define their career goal as a job title that is available on the Metrix System.
2. The Administrator will then access in "My Career" either the "catalog" or "content" screen, and insert the job title under keyword to get a list of possible courses
3. The customer and the Metrix Administrator will discuss each of the courses that the catalog recommends and determine if it is an appropriate course.
4. A minimum of four courses to a maximum of twenty courses should be selected by the Administrator and listed in the customer's Metrix "My Plan".
5. The Metrix Administrator will complete Section N: Metrix Skill Development Plan of the customer's Individual Employment Plan (IEP). This IEP section outlines the rules and responsibilities of the Skill Development Service. Once the Metrix license has been issued to the customer as a "Skill Development" service they will have 90 days until the license expires.

Customers can access their Metrix learning account from any convenient location that has a high speed internet connection, including the Career Center. Customers can use the Resource Room or the Workshop Room (707) whenever there is space available. The workshop room will be specifically open and available to customers every Wednesday afternoon from 1:00 pm to 4:30 pm for Metrix Learning.

Once the customer has successfully completed the courses assigned to them by the Metrix Administrator they may take any additional assessments or courses that they wish until their 90 day license expires. The Metrix Administrator can also make a determination to extend a customer's license. The determination should be based on the past use and success of the customer requesting an extension.

Training Metrix License:
The Metrix Administrator will also act as the Metrix Instructor. The Metrix Instructor must follow the following guidelines:

1. The Metrix Instructor will work with the customer to define their career goal as a job title that is available on the Metrix System.
2. The Administrator will then access in "My Career" either the "catalog" or "content" screen, and insert the job title under keyword to get a list of possible courses
3. The customer and the Metrix Administrator will discuss each of the courses that the catalog recommends and determine if it is an appropriate course.
4. The total number of courses selected must work out to at least 60 hours of instruction as listed in the customer's Metrix "My Plan".

5. The Instructor will inform the customer that they must attend at least one weekly session with the Metrix Instructor to review progress. The weekly session will be for 3 hours.
6. The Instructor will complete Section O: Metrix Training Plan of the customer's Individual Employment Plan (IEP). This IEP section outlines:
   - The rules and responsibilities of the training.
   - The start and end dates of each course.
   - The date and time of the scheduled weekly review session.
7. Customers can access their Metrix learning account from any convenient location that has a high speed internet connection, including the Career Center. Customers can use the Resource Room or the Workshop Room (707) whenever there is space available. The workshop room will be specifically open and available to customers every Wednesday afternoon from 1:00 pm to 4:30 pm for Metrix Learning.

The Metrix Administrator will be responsible for OSOS Data Entry regarding Metrix Learning activities. The Metrix Instructor will be responsible for maintaining contact with any agency regarding the progress of joint customers enrolled in Metrix Training.

Policy #: 307 **Title: On-the-Job Training**

Effective Date: 7/01/06

Amended Date: 1/15/08
10/10/10

Policy Description: On-the-Job Training opportunities will be available to customers in in-demand occupations, whenever funds are available.

Reference Documents: Policy 509

Procedures:
OJT business procedures are described in Policy 509. Participants' must also comply with all appropriate intensive services, as described in those policies. It should be specifically noted on the OJT participant's IEP the name and location of the corresponding OJT business contract.

Policy #: 309 **Title: Training Services and OSOS**

Effective Date: 10/10/10

Amended Date:

Policy Description: Customers enrolled in any training service, including: WIA ITA, TAA or Section 599 must have the same information in OSOS

Reference Documents: TA 10-18

Procedures:

Training Services

- Individual Training Account ("ITA") or "Non-ITA" services must be entered as an L2 service into the OSOS Customer module / Services window and be linked to a funding stream. For specific details, please see the http://www.labor.state.ny.us/workforcenypartners/osos/deskguideprovider.pdf Common Measures Desk Guide for Provider Module Data Entry and Maintenance, which may be found at the following website:

- The O*Net Title is a required field used to indicate the primary occupational goal related to all Workforce Investment Act (WIA), Trade Adjustment Assistance (TAA), Trade and Globalization Adjustment Assistance (TGAA), and State contract funded Adult, Dislocated Worker (DW), and Trade Act customer ITA and Non-ITA training; as well as Youth that receive training.

  - Record this O*NET Title in the Training Addl Info tab found in the Customer module Services window.
  - The NAICS is optional, but users are encouraged to complete this field when the information is available.

- Following any enrollment, the O*Net Title reflecting subsequent employment should be recorded in the Customer module / Services window / Outcomes tab.

  - The employment must first be recorded in the "Employed in Quarter after Exit" before an O*NET Title may be entered.
  - The remainder of the Employment section may then be completed.

Policy #: 310 **Title: 599 Training Approval Processes**

Effective Date: 2008

Amended Date:

Policy Description: The 599 Program provides an opportunity for eligible UI claimants who lack competitive job skills to receive UI benefits while attending an *approved* training and or retraining program. It allows claimants to collect UI benefits while in *approved* training without having to: search for work, be available for work, or accept suitable work. 599.2 allows for up to 26 weeks of additional UI benefits, after exhausting regular UI, if funding is available.

Reference Documents: http://www.labor.ny.gov/workforcenypartners/599trng.shtm

Procedures:

Approval Criteria

1. The training is needed by the claimant because:
   a). Claimant's employment opportunities limited **or**
   b). Training likely to lead to more regular long term employment **or**
   c). Training will upgrade existing skills

   And
2. At least 12 hrs/week classroom attendance or 12 credit hours of training, and
3. Training or remaining training period not more than 24 months, and
4. Competent and reliable training facility, and
5. Training relates to an occupation or skill, and
6. Training relates to an occupation or skill with reasonable employment opportunities, and
7. Claimant has the qualifications to complete training successfully

Automatic Approval under 599

- TAA approved training
- WIA approved training, provided**:**
  - ➢ The training requires attendance of at least 12 hours per week, or leads to 12 credits; and
  - ➢ The training or remaining training period does not require more than 24 months to complete.

Supporting Documents:

Official School documents that illustrate:

- ➢ For Approval
  - Training acceptance date
  - Training start and end date
  - 12 classroom hours or 12 credit hours
  - Transcript/Grades (only if already attending training)
- ➢ For Disapproval
  - training schedule illustrating days and times in class

Forms Used by One Stop Staff

- 599 Training Application -OS44
- 599 Training Recommendation (OS44R)

Forms Used by SPU Staff

- 599 Training Application- TC44
- 599 LMI Rationale (SPLMI)
- 599 Training Approval (TCC 316.1), or
- 599 Training Disapproval (TCC316.2)

Other 599 Forms:

- 599 Fax Cover Sheet
  (To transmit application and recommendation from OS to SPU)-OS44F
- 599 Pending Documents Advisory
  (To advise Claimant of 14 day deadline for submittal of required supporting documents for complete application)- OS44PD
- 599 Training Recommendation Guide
  (Instructions on how to complete OS44R) - OS44G
- 599 Training Fact Sheet
  (Important 599 Facts for UI Claimants – must be given to each claimant that submits 599 application – can also be used to provide general info to any claimant interested in training) OS441

Forms that Claimant Should Expect to Receive from SPU Following 599 Approvals:

- Periodic Review Questionnaire
  (letter sent to claimant every 4 weeks for school to provide information on student progress and attendance) - TCC612.1
- 599.2 Eligibility Questionnaire
  (mailed to claimant when 6 weeks or less remaining on UI to verify eligibility prior to 599.2) - TCC316Q
- Benefit Year End (TWO Versions)
  (advises claimant that they must file a new claim to determine entitlement to UI before additional benefits under 599.2 are paid, indicates number of weeks of additional benefits and instructions on how to certify for additional benefits)
- BYE Letter
- Termination Notice
  (used to terminate a claimant's training approval when the claimant no longer meets 599 approval criteria) - TCC 316.3

Policy #: 310.1 **Title: Processing 599 Open New UI Claim Applications**

Effective Date: 2/4/2011

Amended Date:

Policy Description: Customers who apply for 599 when they open their UI claim will receive assistance from One-Stop Center staff if the application is identified as having issues that prevent approval.

Reference Documents:
W:\Masters\CUSTOMER FORMS\599\OC Application Returned to CRU for Processing email template.docx
W:\Masters\CUSTOMER FORMS\599\FAX Transmitting OC Application to DEWS CRU.doc

Procedures:
SPU staff will be responsible for ensuring OC applications are complete, identifying all UI issues/disqualifications, reviewing and processing OC applications that would not benefit from One-Stop intervention, reviewing and forwarding OC applications that may benefit from One-Stop intervention to the appropriate DOL Manager for assignment, responding to any questions or concerns the assigned staff person may have regarding the issue(s) identified during the initial review, and forwarding the approval or disapproval recommendation to SPU for issuance of the 599 determination. They will also be responsible for getting all OC 599-related documents into the FAF system and for recording all CRU 599-related pilot activities into OSOS for accurate reporting.

Currently, OC applications that may benefit from One-Stop intervention will be scanned and forwarded to the appropriate DOL Manager using the sample email below. **NOTE**: Steps are underway to enhance the OSOS system to make it possible to attach documents, such as the OC application, to the claimant's OSOS record.

IMPORTANT NOTE:
A 20-day response due date will be assigned. If additional time is required, One-Stop staff will need to contact the DEWS 599 CRU at 518-485-9895 for an extension.

One-Stop:

One-Stop staff will be responsible for contacting the claimant to determine if the issue(s) to 599 approval can be removed, securing supporting documentation when appropriate, reporting results of the contact to the DEWS 599 Central Review Unit, and recording all OS 599-related pilot activities into the OSOS system for accurate reporting.

Staff should use the email template to report the results of the contact with the claimant. It is to be completed by the assigned One-Stop staff person and emailed back to the DEWS 599 CRU. Instructions for completing the email form follow:

Staff can choose to use the FAX form template rather than email. It is important to note, however, that if FAX is used, the transmittal form and all supporting documents/forms associated with the OC application must be FAXed to **518-485-1445 – PLEASE DO NOT**

<u>FAX TO THE FAF SERVER – CRU STAFF WILL ENSURE THESE DOCUMENTS ARE STORED IN THE CLAIMANT'S UI FOLDER IN FAF.</u>

<u>Instructions for Completing the Email or FAX Form</u>:

- Check the "Issue(s) Resolved" box when all issue(s) to 599 approval have been removed. Include a brief statement summarizing the steps taken with the claimant to resolve the issue(s). Also include, when required, supporting documentation from the training provider such as, but not limited to, a revised school schedule or letter on school letterhead confirm the revised training end date or labor market information to support the claimant's regular occupation is not favorable in his local labor market or the claimant's occupational goal is favorable or very favorable in his local labor market.
- Check the "Issues to 599 Approval Not Resolved" box when the issues to approval cannot be removed and record the reason the issue(s) to approval could not be removed in OSOS comments.
- Check the "Claimant is not enrolled in or has withdrawn from the training program and does not intend to enroll in another program" box when the claimant informs the One-Stop staff person he is no longer enrolled in training and does not intend to become enrolled in the near future. When this occurs, the OC application will be dropped with no further action taken.
- Check the "Claimant is not enrolled in or is withdrawing from the training program but intends to enroll in another training program" box when the claimant agrees to change training programs from program and is taking steps to enroll in another program. When this occurs, the OC application will be dropped. When the claimant provides documentation from the training provider of acceptance into a new program, the claimant will need to follow the regular One-Stop 599 application process.
- Print and sign the FAX transmittal before FAXing it to 518-485-1445.

There will be occasion when One-Stop staff will not be able to reach the claimant by phone. Because due process requires us to make a reasonable attempt to contact claimant before a determination is issued, the following letter has been developed for this purpose. One-Stop staff should assign a 10-day response date to keep within the 20-day response date for returning the case to DEWS 599 CRU for continued processing. If the claimant does not contact the One-Stop by the due date included on the call-back letter, One-Stop staff should complete the FAX transmittal indicating "issues could not be resolved" and record "claimant did not respond to call-back request" in OSOS Comments.

<u>OSOS Data Recording for Reporting Purposes</u> . . .

<u>IMPORTANT NOTE</u>: Attention to recording all 599-related OSOS activities and comments is key to accurately measuring the pilot's outcome and to ensure accurate 599 Management reports are generated for all 599 applications (both OC and One-Stop).

The following OSOS Data Entry Chart outlining OSOS 599-related activities and comments to be recorded by DEWS 599 CRU, One-Stop and SPU staff has been revised to incorporate activities geared toward measuring the pilot's outcome.

Key Phase II pilot activities/comments to be record by One-Stop Staff include:

- 599OS – Claimant Agreed to Revise Application -- This activity is recorded when the claimant agrees to make the required changes needed to address the issue(s) identified during the review process.
- 599OS – Revised Application Submitted – This activity is recorded when the FAX transmittal indicating “issue resolved” is returned to DEWS 599 CRU.
- 599OS – Issue(s) Not Removed – This activity is recorded when the FAX transmittal indicating “issue not resolved” is returned to DEWS 599 CRU.
- 599OS – Dropped Application – This activity is recorded when the claimant does not respond to the One-Stop’s contact attempt or does not provide the One-Stop staff person with the supporting documentation for the revised application.

Policies 400 – 499 Job Development

Policy #: 401 **Title: Career Resource Room**

Effective Date: 7/01/06

Amended Date: 7/17/06
1/22/07

Policy Description: Customers will have access to a fully equipped Career Resource Room and staff that can provide assistance.

Reference Documents: Policy 100
Policy 101
Policy 102
Policy 102.1
Policy 201

Procedures:
Whenever a customer walks into the Career Resource Room it is the responsibility of the Staff Member in charge to ask the customer if they need any help before they get started working, and to verbally inform the customer that they are there to help them if needed.

1. Fully Operational Resources –
   - All computers will be turned on in the morning. All the computers will display the columbiagreenworks.org website.
   - All materials will be readily available and all resources will be current and up-to-date.
     - The “Hot Jobs” board will be updated on Mondays.
     - The WD Suites Report for Columbia and Greene, and other surrounding counties will be printed out every Monday.
     - The “Help Wanted” section of the Hudson Valley Newspapers will be placed in the Resource Room every morning.
     - There will always be a supply of job seeking handouts available, including:
       - How to write a resume and sample resumes.
       - How to write cover letters and sample cover letters.
       - How to find job leads.
2. Finding Job Leads – Staff will be available to explain the various methods available to find job leads. This includes:
   - Newspapers
   - WD Suites Print-out
   - NYS Job Bank – web based
   - Job Search sites on the Columbia-Greene Workforce New York Web Page
3. Using RR office equipment – Staff will be available to show customers how to use the following equipment:
   - Computer Workstations – Give a tour of information customers can access on the workstations, including:
     - Columbia-Greene Workforce New York Web Page

- New York State Job Bank
    - Choices Career Planning software
    - Microsoft Word
    - WinWay Resume software
    - Typing Tutorial software
- Printer
- Fax Machine
- Copy Machine
- Telephone

4. Staff will be responsible for monitoring the use of Resource Room computers. If, at any time, there is a customer waiting to use a computer, then the ½ hour rule will be implemented. Staff will confirm with the swipe card system who has been in the Room the longest, and ask that person to finish up within 5 minutes, so the person waiting can have a turn.
5. Review of Customers' Job Search Activities – If a customer remains in the Resource Room for more than ½ hour, the Staff Member will offer to review (and make suggestions for) the customer's job search activities:
    - Knowledge of how to use computer technology.
        - Ability to type
        - Understanding of Microsoft Word
        - Ability to navigate the Web.
    - List of Companies the customer has applied to (including appropriate employers that may not have posted job openings).
    - Completed or draft resume
    - Completed or draft cover letters
    - Completed or draft thank-you notes
6. Referral to Additional Services – Available resources will be discussed whenever a customer either requests assistance or it is determined through a review of the customer's job search activities that they need assistance.
7. Standard Procedures for when the Customer Leaves for the Day - Whenever a customer leaves the room for the day, the following procedures will be followed:
    - The Staff Person will ask the customer if they got everything accomplished that they wanted to accomplish. If the customer says no then the Staff Person will ask if any assistance is needed.
8. At the end of the day it is the staff person's responsibility to clean the resource room. This may mean dusting the computer equipment, as well as cleaning the tables. Appropriate cleaners are located in the kitchen area. Make sure only appropriate cleaners are used on the equipment.

Policy #: 402 **Title: Initial One-on-One Resume Critiquing**

Effective Date: 7/01/06

Amended Date: 9/09/09

Policy Description: All customers who are determined to be **Job Search Ready Services** should have their resume critiqued. This will apply even if the customer has completed a WinWay resume or if they enter the Career Center with a completed resume. The resume must have: a career objective, list of skills, complete work history section that is customized to include specific accomplishments (e.g.: # of customers served, amount of money handled, typing speed, awards received, etc.), education section (if past high school). Resume should be no longer than two pages, and should be formatted perfectly.

Reference Documents: Workshops & Individual Services Appointment Book
In-House Resume booklet

Procedures:

Customers' resumes should be quickly evaluated as part of the Initial Assessment Interview to determine the stage near completion of the resume. Based on this evaluation one of the following steps will be taken:

- The customer will be given final tips to complete their resume to meet basic standards.
- The customer will be given the In-House Resume Booklet to help them complete the resume, and an appointment will be made for the customer to attend the Resume Workshop
- Appointments will be scheduled either with the Employment Advisor that critiqued the resume or by signing the customer up for the next available Resume Development appointment in the Workshops Book, kept at the Receptionist desk.

Policy #: 403 **Title: Resume Writing Workshop**

Effective Date: 9/009/09

Amended Date: 10/10/10

Policy Description: All customers determined Job Search Ready should have an up-to-date resume, and if they don't they should be referred to the Resume Workshop.

Reference Documents: Workshops & Individual Services Appointment Book
In House Resume Book

Procedures:

This workshop is appropriate only for those customers who are determined to be Job Search Ready and are actively looking for work. This includes customers that are completing any training services and will begin looking for work upon "graduation".

Customers will learn about various types of resumes along with the requirements of a quality resume. Resume writing will begin and individual appointments will be made to finalize the resume. If they have a resume they should bring it with them.

At the end of the workshop customers will be informed that if they put together a draft resume based on what they have learned in the workshop they can they schedule an appointment with the Workshop Leader.

Policy #: 403.1 **Title: Individual Resume Writing Counseling Appointment**

Effective Date: 10/10/10

Amended Date:

Policy Description: All customers that attend the Resume workshop and complete a draft resume can make an individual appointment with the Resume Workshop leader to have a professional quality resume completed.

Reference Documents: Workshops & Individual Services Appointment Book
In House Resume Book
Policy 205

Procedures:

During the individual appointment, the Counselor or Employment Advisor will conduct an in-depth interview with the customer to ensure that all relevant skills the customer possesses are clearly and professionally articulated in the resume. The resume must have:

- a career objective that is specific enough to demonstrate that the customer does know what they want but broad enough to be relevant for closely related occupations
- a section listing skills, accomplishments, and/or qualifications related to the career goal,
- a complete work history section that is customized to include specific accomplishments (e.g.: # of customers served, amount of money handled, typing speed, etc.)
- a list of any relevant awards received
- a description of relevant volunteer experience
- an explanation computer skills (this can be incorporated into another section, or as a stand-alone section)
- an education section if the customer has anything past high school.

The resume should be no longer than two pages, and should be formatted perfectly.

The process of obtaining this information from a customer falls under the category of a comprehensive assessment, which must be recorded as such is OSOS.

Policy #: 403.2 **Title: SMART Resume Workshop**

Effective Date: 10/10/11

Amended Date:

Policy Description: All customers that attend the Resume workshop and want to work on a draft resume can attend a workshop where they are provided assistance in completing a draft resume through the SMART program can make an individual appointment with the Resume Workshop leader to have a professional quality resume completed.

Reference Documents: Workshops & Individual Services Appointment Book
In House Resume Book
Policy 205

Procedures:
After a customer has attended the Resume workshop they can sign up for the SMART workshop, which will assist them in developing a chronological resume and will be very useful in reminding the customer of the skills they developed and the tasks they completed at the jobs they have held.

Customers should not expect to leave the workshop with a completed resume, but they should have a draft resume with useful material they can use to develop a final version.

People can use this version to make an individual resume appointment.

Policy #: 404 **Title: Job Matching and Referral**

Effective Date: 7/01/06

Amended Date:

Policy Description: Job matching and referral must be completed for all customers who are deemed job ready. This includes new UI claimants, all other staff-assisted job seekers, and customers who are nearing completion of their training program.

Reference Documents: OSOS Training manuals/Power Point presentations.

Procedures: When doing a customer job search, there is no one set rule to follow. Depending on the Customer's skills, experience, education, drivers' license or transportation issues, any accommodations needed to perform the job, or any other barriers, a search can be done by following these steps:

1. From the Customer Screen select **Match** to begin a Customer Match of Job Orders. Before Match is clicked be sure to go to the **Objective Tab** to select the O*NET Title.
2. Select the O*NET title for the Jobs seeking. The system will automatically default to the first title if one is not highlighted.
3. When Match is clicked the Job Order Screen will appear. The customers O*NET Title will default to the one chosen from their Objective Tab. **Order Status** will also default to **Open**. Complete all information that will assist with locating Jobs for the customer, not all information is required.
4. Information from the Customer Detail Screen will default, complete all other information that pertains to the customers needs in finding a Job. Keep in mind the more information entered the smaller the search. When entering Starting Pay or any other information this information must appear in the Job Order to be matched.
5. **List Search** will require a Lookup of lists that have been created and the Job Orders that were assigned. Refer to the Job Order entry for more information on the List Search.
6. When all information is entered click on Search.
7. When the search results are returned all can be viewed or only a select choice. To view all click on **Select All** from the bottom tabs. To select a choice highlight the first, hold down the Alt key and click on all others. From here a list of all the job orders can be printed by clicking on the **Print List**. If the search results are not acceptable click on **clear** and enter information again. To change the O*Net title click on the **O*NET Titles** tab or go back to the Customer Detail to choose another title.
8. After all have been selected for review click on **Detail.**
9. Click **Detail** to bring up all the Job Orders that were selected. The upper top right shows the number that were selected and the Job number in order of selection. Each order should be reviewed to be sure the customer is a match for the Job Order.

Clicking **Next** will proceed to the next Job Order, **Back** will go to the previous Job Order.

10. When the **Tag** button is clicked the button will change to **UnTag.** If it is determined as the Job Orders are reviewed that one of the orders tagged is not a good match click the **UnTag** and it will revert back to **Tag**. When all Job Orders are reviewed and tagged click on **Return to Search.**
11. Return to Search will come back to the Job Order Search screen, all Job Orders that were Tagged will be highlighted. From this point the options are to either **Match** or **Refer** the customer to these orders. Which ever option is chosen that activity will appear in the Customers Activity screen.
12. By selecting the **Match** button a message will appear in the upper right hand corner noting the customer match is complete.
13. All four Job Orders that were tagged now appear in the Customers Activity
14. To begin a Job Order Match start with the Job Order and click on the Match button
15. Clicking the **Match** button will bring up the Customer Search screen. The **Quick Search** tab will only be used if the Social Security or Customer ID numbers are know to be entered.
16. **General Info** allows a search by the Customers office location and the time frame they were entered into the system.
17. **Education** will default from the information on the Job Order. If the employer states experience may be used in place of education the option is available to change.
18. **Job Criteria** has information that defaulted from the Job Order. This information can be changed if needed.
19. **Text Search** will default the License, Training and Job Description. Keywords can be entered to define the search. When entering **Keywords** they must appear in the Customer Record. Choosing **any** means some or **all** the keywords must appear. By selecting all then they must **ALL** be in the selection chosen. Once any or all is chosen it can not be changed and would require exiting the customer record and starting all over.
20. **Geographic**, up to 5 offices, counties or zip codes can be used to define the search.
21. **Skills** allows a search by testing the customer has completed.
22. **Programs** will allow a search by the the Veterans status, Unemployment Status and any Public Assistance the customer is receiving. Click on the drop down arrows to select the options.
23. **List Search** is to choose a list that customers have been assigned to. This is helpful if a list has been kept for a prospective employer.
24. When all information has been entered click on the Search button.
25. The search results will appear, showing the number of customers found in the upper right hand corner. The option now is to review all customers by clicking **"Select All"** or highlighting a customer then holding down the **Alt key** to select customers. Once the customers are selected click on **Detail** to review.

26. **Detail** will bring up the number of customers that were selected. Each customer is reviewed to be sure they are a good match for the employers needs. Once the customer is deemed suitable click the **Tag** button is selected. Click **next** to continue the review of all customers.
27. The **Tag** button will change to **Un-Tag** when the customer is selected as a match. If any customer is determined not to be a good match after being Tagged click on the **Un-Tag**, this will change the button back to Tag and de-select the customer. The **Back** button can be used to go back to a customer for a better review.
28. After all customers have been reviewed and tagged click **Return to Search**
29. The search will now have the tagged customers highlighted. Click the **Match** button, a message will appear in the upper right to show the matches have been posted.
30. The matches appear on the "**Matches"** tab of the Job Order.
31. The next step will be correspondence, refer to the Correspondence training.

Policy #: 405 **Title: Labor Market (Workforce) Information**

Effective Date: 7/01/06
Amended date:

Policy Description: All interested jobseekers and business customers are to be provided with economic data as outlined below.

Reference Documents: www.columbiagreeneworks.org
http://www.labor.state.ny.us
Labor Market Information fact sheet
www.labor.state.ny.us/formsdocs/does/P443_LMI.pdf#page=1

Procedures: Local information can be obtained through the Columbia-Greene website. Our website also provides links to other websites, including NYS DOL. Economic data is available on topics such as Local Labor Supply, Wage Rates (including prevailing wage information for Unemployment Insurance purposes and public work projects); long term occupational projections on demand jobs; local and regional area earnings; commutation patterns, population characteristics; and EEO/Affirmative Action (census) data.

Labor Market Analysts are available for further clarification of data information. They are also available for presentations and are often utilized by economic development agencies on specific local and regional development projects. Their contact information can be found on their website.

Policy #: 406 **Title: Job Seeker Case Management –Non UI**

Effective Date: 1/29/07
Amended date: 9/14/07
10/20/10

Policy Description: All customers enrolled in only core services will continue to receive job search assistance, through a case management team process, until they are employed or are enrolled in an intensive or training service. If the customer ultimately enrolls in an intensive or training service that has an assigned Employment Advisor, then the case management responsibility will transfer to the new Advisor.

Reference Documents: Common Measures TEGL

Procedures: Employment Advisors who conduct Initial Assessments of new customers will be responsible for insuring that those customers continue to receive services on a regularly scheduled basis (at least one service every ten weeks).

Microsoft Outlook and OSOS will be the tools used to ensure customers receive services within the ten week time frame. Employment Advisors should take the following steps:

- Initial Assessment is completed and results are entered into OSOS.
- The customer's name and/or OSOS ID number is added to the "Tasks" component of Microsoft Outlook and given a due date four weeks later than the initial assessment date. **Note:** The Employment Advisor can choose to use Outlook calendar to record this information if they prefer. In this case, an "appointment" date and time will be scheduled for the customer four weeks after the initial assessment date.
- In four weeks Microsoft Outlook will provide an automatic reminder that this customer needs an additional service.
- The Employment Advisor will then check the customer's OSOS record to review the services that have been provided within the last month. Based on the results of that review, one of the following steps will be taken:
  - If the customer has received an additional core service or activity beyond the initial assessment then no action with the customer needs to be taken. However, the Microsoft Outlook Task due date needs to be updated (changed) to a date that is four weeks past the last OSOS recorded activity or service.
  - If the customer has enrolled in a training program or intensive service that includes case management from an Employment Advisor then no action needs to be taken. The customer's name can be removed from the Microsoft Outlook Task or Calendar component. The customer is now another Employment Advisor's responsibility.
  - If the customer has not received an additional service or activity beyond the initial assessment then the customer's employment status must be determined. This can be accomplished by either calling the customer or checking to see if the customer is still receiving benefits (if the customer is a UI claimant).
  - If it is determined the customer is still unemployed then an additional service or activity must be provided. This service can be as simple as providing job leads either by phone or mail, or providing information about upcoming Job Fairs. Preferred services would include attendance at a workshop (Career

Development Workshops I or II, Resume Development or Interviewing skills). **Note:** Simple referral to a workshop is not considered a service or activity. The customer must attend the workshop for it to count as an activity.

  - Once the service has been provided and recorded in OSOS then the next contact date must be updated in Microsoft Outlook. A reminder should be scheduled for four weeks from the service/activity date that is recorded in OSOS.

- The above process must be followed until the customer is no longer the Case Manager’s responsibility.

Policy #: 407 Title: OSOS Rules for Job Seeker Management of UI Claimants

Effective Date: 0415/08

Policy Description: Customers receiving Unemployment Insurance are required to seek new employment. Job seeker case management services must continue to be provided until the customer has found new employment or is no longer receiving UI benefits.

Reference Documents: UI Reemployment Plan 2006
Common Measures TEGL

Procedures: Customers receiving Unemployment Insurance are to be provided with the same services that are outlined in Policy #406. Special care must be taken when documenting these services in OSOS.

If you provide job leads to a UI customer by speaking to them on the phone or sending them information in the mail you must document this activity in OSOS.

If a Customer starts a part time job and is still collecting partial UI, the customer still needs to be provided with job search assistance at least until they are no longer certifying for UI benefits.

If a Customer states that they have started a new job, the Employment Advisor must follow up in 4 weeks by checking to see if the customer is still listed on OSOS in the UI Claimant box as "Seek (Subject to Work Search)". If OSOS still identifies the customer as subject to work search, then the customer's REOS record must be reviewed. If the "Last Cert Date" on the General Customer Information screen is within the last week then the customer still needs to be provided a service. The service must be identified as an activity in OSOS.

If a customer is about to accidently "exit out" of OSOS, the system will provide a message when the Employment Advisor attempts to enter a new activity. The message will state "This will cause a gap from the last activity". This will require the Employment Advisor to back date the Activity to prevent this from accident from occurring.

When a customer reaches the time that they are no longer certifying for UI, the Employment Advisor must call the customer or send a follow up letter providing additional job leads and requesting the customer to notify the Employment Advisor as to the status of their job search. An OSOS activity must be taken to identify this action.

If, within four weeks, the customer does not request additional assistance then it should be noted in the Comments Section of OSOS and the customer should be identified as inactive in the OSOS Job Seeker box.

It must be remembered that an Employment Advisor can only inactivate a Customer in the Job Seeker box if they are listed as "None" (not claiming UI) or "Exhausted" in the UI Claimant box at the bottom of the General Info Screen. If the Employment Advisor determines that the customer should no longer be receiving services then the phrase "NO

ACTIVITY" should be entered in the Employment Objective box, followed by a phrase that explains why this decision has been made.

If a Customer exits out and then reopens their UI claim then the Employment Advisor needs to remove the 90 day exit date prior to providing a new activity. If this is not corrected then the customer will be entered as a new enrollment and the local area will be charged with a "soft exit".

To remove the 90 day exit, follow the steps as they are outlined below:

- click on "Enrollment Tab" at the top of the page
- click on "Common Measure" at the bottom of the page
- click on "Exit Reason" and scroll up and click on a blank space
- click on "save"
- click on the "Customer Detail" tab at the bottom of the page, which will bring you back to the Customers screen.

The Employment Advisor must then provide the customer with an activity within 90 days of the last activity given. This is accomplished by clicking on the "Activity" tab at the bottom of the page, back dating the date in the Activity Date, and giving a Job Search Planning activity. All activities can then be entered until the customer's record is up-to-date.

Policy #: 407.1 **Title: Mandatory Services for UI Claimants**

Effective Date: 10/10/10

Policy Description: Customers receiving Unemployment Insurance for more than 10 weeks, and have not been actively utilizing Career Center services, are required to participate in appropriate mandatory services.

Reference Documents: UI Reemployment Plan 2006
Common Measures TEGL
Policy 714

Procedures:
Employment Advisors receive "Exit Lists" for customers who haven't had a service for a timeframe between 70 and 80 days. At that time Employment Advisors should review the customer's initial assessment classification, employment and educational background, and the services the customer has already received.

For Career Development Services (CDS) Customers:

- CDS customers that are in training should not show up on an exit list, therefore these procedures are for customers who have not yet established a reasonable career goal. The goal for Career Development Services (CDS) is to make the customer Job Search Ready (JSRS). The Employment Advisor or Career Counselor should make sure that services continue to be scheduled until the customer can be classified as Job Search Ready by deciding on a reasonable job finding goal). Services that have not yet been accessed that will make the customer Job Search Ready include:
    - Attending Career Development Workshop II
    - Scheduling an individual appointment with the Employment Counselor to conduct a comprehensive assessment
    - Scheduling any service listed in an IEP that has not been completed.

Note: Once a customer has completed training or developed a reasonable job goal, they should be referred to Job Search Ready Services, and the change should be noted in OSOS.

For Job Search Ready Services (JSRS) Customers:

- The Employment Advisor should schedule the customer for an appropriate workshop that the customer has not already attended. (**Note:** Employment Advisors and Counselors get to determine the definition of what "appropriate" means, but basically we only want customers to attend a workshop where they will actually learn something they do not know that will assist them in their job search.) The workshop chosen can follow the guidelines below outlined below:
    - Career Development I – This should be the first choice if they haven't attended any workshops and REOS shows that they have less than 90 "Effective Days Used".
    - Job Search Tools - This should be the first choice if REOS shows that they have more than 90 "Effective Days Used".

    - Resume – This should be the second choice if they do not have an acceptable resume.
    - Interviewing Skills – This is an appropriate choice if they have attended Career Development I and have an acceptable resume.
    - Advanced Job Search – This is appropriate for customers that have quality computer skills. The session will demonstrate various on-line Social Networking sites, portfolios and visual CVs.
- If the customer has attended all appropriate workshops and the Employment Advisor determines that the customer is conducting an appropriate job search, then a job match should be performed and a telephone counseling interview should be conducted.
- If the customer has attended all appropriate workshops and the Employment Advisor questions if the customer is conducting an appropriate job search, then the customer should be scheduled for an in-person individual appointment.
    - At this individual appointment the customer should be told to bring a list of the places they have applied for jobs and a discussion should take place to determine what issues are keeping the customer from being hired. Things to consider include:
        1. Lack of computer / internet skills
        2. Too narrow a job search in terms of pay, location, job duties
        3. Need for Career Development Services

Once a decision has been made as to which service is the most appropriate for the customer, a self-service/information only activity must be taken in OSOS and a comment must be added saying that the customer was advised about the specific workshop they are being scheduled to attend.

See Policy 714 for the process for scheduling these mandatory appointments.

If the customer does not attend the scheduled service and receives a 2nd Failure to Report (FTR) and their UI is put on hold, they will be told to report to the Career Center ASAP. That customer should be seen by their Employment Advisor and a review of their job search efforts should be completed prior to the UI hold being lifted. The Employment Advisor can use their discretion in determining if the customer should be required to attend the workshop in which they were initially assigned.

Policy #: 408 **Title: Job Seeker Case Management & SMART 2010**

Effective Date: 12/4/09
Amended date: 10/1/10

Policy Description: All participants classified as Job Search Ready (JSRS) are required to be registered for SMART 2010, and the benefit they are receiving from the service must be monitored during their enrollment.

Reference Documents: Policy 201.3
The SMART Reference Guide
SMART FAQs

http://www.labor.state.ny.us/workforcenypartners/wfnyp_index.shtm

Procedures:
First, if a customer is not registered in SMART 2010 at the time of their initial assessment, then the customer must be registered at the time of follow-up. Procedures outlined in Policy 201.3 must be followed.

Once a customer is registered in SMART 2010, Status Reports will be sent to the enrolling Program Advisor on a weekly basis. The Career Center Director will receive monthly reports.

Looking at your Weekly Staff Report
1. Your weekly counselor report only has the customers who received matches that week. We are working to see if we can change this.
2. If you are unable to find the Job Order in OSOS, this indicates that the Job Order has been closed. We are working on keeping the Job Orders updated so that SMART 2010 can match to the most up to date Job Postings in the Job Exchange.
    - Your customer may check his or her email sporadically, and therefore may have a match email with old job order links. Please explain to your customers the importance of checking email regularly, especially for this program.

Understanding Match Emails
1. The Customer gets matches that are scored on a five star rating (the Counselor's Weekly Report gives that five star rating as a number). The scores range from 0 to 1000, with a five star rating being 800 and above.
2. Match scores and Match Star Ratings may fluctuate from week to week. This is understandable, as SMART 2010 provides these match scores based on the job postings it is matching to. The score does not rate the resume. Therefore, on one week, the job postings may be really good matches for the individual, whereas the next week the job matches may not be as high scoring. This is ok.
3. SMART 2010 does *not* match by key word, and therefore will *not* match based on a customer's stated objective, and SMART 2010 will not rule out a position because of the "minimum qualifications" an employer posts.
4. It may be that after the initial email, the number of matches drops down. This is understandable, as SMART 2010 provides an initial match email based on all the jobs in the Job Exchange. After that, it matches as new jobs are added. The number of

additional matches, after the first match, will depend on the newly add job postings and their relevance to the customer's experience and transferable skills.

5. SMART 2010 matches based on distance from the One Stop Center. The system basically places a "dot" at the One Stop, and draws a straight 60 mile line out in all directions. It does not match based on miles it would take to drive to a location.

Resumes submitted to SMART 2010

1. While SMART 2010 works best with a Master Resume that contains Contextual Statements (please see Archived Webinars), it would not be in the customer's best interest to be discouraged from sending in a regular Tailored Resume. If, because of volume issues, you do not have the time to sit in the One Stop and create a Master Resume with the customer, it may be best to describe a Master Resume to the customer and ask that he or she create one and send it in to you. Sending in a Tailored Resume is preferable to not sending in a resume at all.

Additional Notes

1. If a customer is getting phone calls about job leads, or emails asking for money for job leads, this is not SMART 2010 and the customer should know that this is not related to DOL.
2. Customer Palm Cards are set to be distributed sometime during the week of December 7, 2009. These marketing materials will be helpful in explaining how SMART 2010 works and how it can help customer's in their job search.

Unsubscribe from SMART 2010 Resume Service

CONGRATULATIONS! Your customer has obtained employment and no longer needs the SMART 2010 resume service. To eliminate pesky job matching emails you must send an email to SMART 2010.

To: {insert Center Assigned email address}

The subject line must read: UNSUBSCRIBE:{insert your customer's email address}

At any point during the process you encounter any difficulty email: labor.sm.dews.performance@labor.state.ny.us to contact a representative from NYSDOL.

Policy #: 409 **Title: Engaging Long-Term Unemployed in NEG-OJT**

Effective Date: 9/1/10
Amended date:

Policy Description: All active participants that have been receiving Unemployment Insurance for more than 26 weeks need to participate in required activities. One method of reengagement is an individual appointment.

Reference Documents:

Procedures:
Scheduling

- An Appointment Schedule worksheet was developed to get the list of people appropriate for this meeting. People are called in based on their Benefit Year End Date (BYE) starting with those people with the oldest BYE Date. The following search should be used to duplicate the Appointment Schedule list:

REOS SEARCH FACTORS

Field	TAB (Page) to Find the Field	Data to Put in the Field
Reporting Office	Advanced Options	N/A
BYE Date	Advanced Options	N/A
Last Cert Date	Advanced Options	N/A
LWIA	Advanced Options	N/A
Customer ID	Auto	N/A
Last Name	Auto	N/A
First Name	Auto	N/A
OSOS Job Seeker Status	Customer Characteristics	Active
OSOS Record Status	Customer Characteristics	Active
Vet Status	Customer Characteristics	no
Temp Lay Off	Customer Characteristics	no
Union	Customer Characteristics	no
Shared Work Status	Customer Characteristics	no
Work Search Status	Customer Characteristics	yes
599 Status	Customer Characteristics	no
County	Geographic	Columbia&Greene
REOS Record Status	Quick Search	Active Extended

- Check their status on REOS and OSOS to make sure they are still active and appropriate - add additional names until you get 23 per week
- Give list of NY numbers to the ASR, who will send out the letters.

Rescheduling

- On Thursday morning of each week give list of names and NY numbers of the people who did not attend their appointment.

- ASR will send out reschedule letters for up to 11 people for a meeting in 2 weeks

Note: In terms of Failure to Report (FTR) status, missing the first meeting will not will not constitute a second FTR, if the first FTR was more than 16 weeks prior. However, missing both the Initial and Rescheduled NEG-OJT will be considered 2 failures to report, and their UI benefits should be put on hold until they appear.

<u>Prior to Meeting</u>

- Review OSOS record to determine:
    - Career Goal
    - SMART status
    - Previous Workshop Attendance
- Review Job Zone and Print Out:
    - Job Description for Main Career Goal
    - Related Occupations
    - If necessary, change OSOS status to DW
    - Review Correct JSRS/CDS status

<u>Meeting - (appointment should last no more than 30 minutes)</u>

- Describe On-the-Job Training Program and reason for meeting
- Update OSOS Record for SMART Resume
    - Skills and Abilities - Use Job Zone job description as starting point
    - Honors and Activities
    - Education
    - Certificates
    - Relevant Experience (list last 3 jobs)
- Register Customer for SMART
- Create Re-employment Plan
    - List jobs they are required to look for
    - Sign them up for appropriate workshops if they haven't attended already (Resume, Career Development 1)
    - Sign them up for Job Search Tools Workshop

Policies 500 – 599 Business Services

Policy #: 501 **Title: New York State Job Bank/Job Central**

Effective Date: 7/01/07

Amended Date: Prior to 2011

Policy Description: Job Central (http://www.jobcentral.org/ny/) is the successor site to America's Job Exchange. AJE is a no-cost nationwide job posting site where employers can post job vacancies and jobseekers can post their resumes and credentials.

Reference Documents:

Procedures: Both business and job seeking customers may be referred to Job Central

Businesses:

- are required to register with the site, choosing a logon and a password.
- It take approximately 3 days for the business to be approved for access, after which time they can post jobs, search resume's, etc.
- the NYS Dept of Labor will conduct computer matching services, at no cost, to determine whether their database contains any qualified jobseekers for any specific job that is posted by an employer
- if any qualified jobseekers are discovered, letters of referral will be generated to that jobseeker, notifying them of the job opening and requesting that they apply
- Employers, and/or their agents, may not charge a fee to provide jobseekers with access to a job referral.
-

Jobseekers

- can utilize the site's search function without having to register.
- jobseekers WILL be required to register before they are allowed to post their resume' on the site.
- Information posted on Job Central may be shared with workforce agencies in the state of residence.
- Information will NOT be sold or released to third party vendors or operators of mailing lists without your express consent to do so.
- Jobseekers should report (to Job Cental) any attempt by an employer or his designee to charge a fee for job referrals.

Policy #: 501.1 **Title: NYS Talent Bank-ND**

Effective Date: 7/01/06

Amended Date:

Policy Description:

Reference Documents:

Procedures:

Policy #: 502 **Title: Job Applicant Skill Assessment & Screening-ND**

Effective Date: 7/01/06

Amended Date:

Policy Description:

Reference Documents:

Procedures:

Policy #: 503 **Title: On-Site Employer Recruitment**

Effective Date: 2/3/03

Amended Date: 7/1/06
12/19/11

Policy Description: Employers should be encouraged to conduct on-site employee recruitment activities as a free service.

Reference Documents:
Self Service Registration Form

Procedures:
The following steps should be taken when an employer requests on-site interview space.

1. The following information should be obtained from the employer:
   - The date of the event along with alternative dates to secure the appropriate space
   - The start time and end time for the event
   - The major job title(s) for which the employer will be recruiting, request information to make a flyer or have the employer provide a flyer to announce the visit and the details on the positions.
   - Ask if the positions are now listed on Job Central, if not provide the link and/or the Fast Fax Form.
   - The preference for private interview space or a public spot with a lot of college student traffic (the space outside of the gym and across from the student cafeteria.) If private space is requested recommend the company advertises the event.
   - The preference for on-site advertising (among college students and job seekers), offered free of charge.
   - The name of a contact person, a phone number, and email address

2. Notify the employer that all job seekers must complete the Self Service Registration form. The forms must be turned in to the Center staff upon their departure.

3. To reserve a classroom for private interviews – contact Guy Apicella, ext 3344.

4. To arrange for the space outside of the gym – contact Guy Apicella, ext 33442. Also contact maintenance and request a table and chairs be set up in the Student Center area.

5. To advertise the Employer visit the following steps should be taken:
   - A one-paragraph article should be developed for distribution. The article should state the following facts: Name of Employer, Job Titles being recruited, date and time of visit, and location of visit.

- A copy of the article should be emailed to the following:
    1) The CGCC Career Placement Counselor should be notified. Ext 3326.
    2) All Career Center Staff, both DOES and WIO should be notified.
    3) Printed flyers should be available in the Career Resource Room.
- If there is time, a job match and refer should be performed

6. All information should be confirmed with the Employer prior to the event.

7. On the day of the recruitment the business representative should report to Center staff and obtain the Self Service Registration Forms and be directed to the appropriate room.

8. At the end of the event an exit interview should be conducted with the employer to evaluate success.

Policy #: 504 **Title: Columbia-Greene Job Fairs**

Effective Date: 7/01/06

Amended Date:

Policy Description: The Career Center provides two low cost Job Fairs in the Spring and Fall for local business and community agencies.

Reference Documents:

Procedures:

Job Fair Set Up Procedures:

a) Research and confirm the dates of any regional Job Fairs
b) Review the CGCC gymnasium schedule and request the least disruptive day of the week. Note, set up time must be considered, usually the afternoon and evening before the gym must be scheduled out. (Also check the nursing schedule, if the Job Fair date can be set up on a non- clinical date, that would be preferred.) The Staff Café must be available on the targeted days, this is reserved for the employer's lunch.
    i) Double check the credit and non credit classes with Guy Apicella,
    ii) Contact the professors (credit and non) and get approval
    iii) Contact the Director of Athletics to review the sports schedule and practices and get approval.
    iv) Contact the Dean of Academics for final approval. Identify the date and explain the approvals that have been arranged.
c) Once all approvals have been made schedule the gym, the area in front of the Student Center and the Staff Café. Request from Student Services that students do not work at their desk the day of the event.
d) Contact Maintenance and request the gym floor be put down the day before the event. Inform Maintenance on the hours and dates and complete the Request Form.
e) Request the Dean of Administration the approval to block off at least 60 spots for employers in the back parking lot, include in the Request Form.
f) Request Maintenance to put up the banners on end road entrance two weeks prior to the event.
g) Request Maintenance to put up signs on the roadways the day of the event.
h) Request Security for additional staff. Recruit agency staff to assist with employer parking.
i) Price and estimate amount of food with Chartwells, confirm the number of attendees one week before the event. If tablecloths are needed request them from Chartwells.
j) Contact an event company to get pricing, booth set up, draping and signs.

k) Review the Job Fair account, budget, request funding from NYSDOL, Senator Saland Employee Educational Grant and business and newspaper sponsorship. Calculate Job Fair employer fee.
l) Two months prior to the event send out Job Fair registration to employers.
m) Place ads on the various cable channels and radio Public Service Announcements.
n) Contact newspapers and place ads.
o) Design Job Fair flyer, copy, email and request that it be posted around the counties and on DOL website.
p) Track registration forms, payments and job listings. Forward all registration fees and/or credit card information to WIA accountant.
q) Make job seekers forms, including job listings, map and related information.
r) Design layout, noting electrical needs.
s) Compile employer folders with workforce information, employer survey and lunch coupons.
t) Contact the events coordinator and provide employer names for signs.
u) Set up day, be sure the electric plugs are installed prior to set up.
v) Day of the Job Fair: post signs at all entrances with arrows directing customers, verify employer booths, pass out employer folders, have parking attendants in the employer section, post a sign on the Staff Café, use swipe machine for card holding customers, greet, direct and sign in employers and job seekers. Obtain employer customer feedback.

Policy #: 505 **Title: Employee Tax Credits**

Effective Date: 7/01/06
Amended date:

Policy Description: For-profit employers are encouraged to utilize wage tax credits as a means of reducing the cost of doing business in New York State.

Reference Documents:
IRS 8850 (http://www.irs.gov/pub/irs-pdf/f8850.pdf)
ETA 9061 (http://www.edd.ca.gov/eta9061.pdf)
ES 450A - Empire Zone Wage tax credit application
ETA 9062 – (http://www.doleta.gov/OMBCN/WOTC/NewETA-9062Final%205-11- 513-051Rev6-24.doc) – Conditional Certification
IRS 5884 – (http://www.irs.gov/pub/irs-pdf/f5884.pdf)
IRS 8861-(http://www.irs.gov/pub/irs-pdf/f8861.pdf)
CT-41(http://www.tax.state.ny.us/pdf/2004/corp/ct41_2004.pdf)

Procedures:
1 – The following information should be provided to the employer
- Information and forms relating to **NYS** applicable wage tax credits:
  A - WETC (CT 41)
  B - Empire Zone targeted Wage Tax credit (ES 450A), if applicable

- Information and forms relating to **Federal** wage tax credits:
  A – WOTC (IRS 8850, ETA 9061 or ETA 9062)
  B – WtW - (IRS 5884 – yr 1 or IRS 8861 – yr 2)

2 - Information:
WETC: Workers with Disabilities Employment Tax Credit. For persons receiving Vocational Rehabilitation Services from VESID or CBVH or are WOTC eligible under NYS Voc Rehab plan. Only to be taken in second year of employment. Up to $2,100.

WOTC: 8 targeted groups: TANF, Qualifited food Stamp recipient, Voc Rehab; Ticket to Work, SSI, High Risk Youth, Qualified Veterans, Ex-Felons, High Risk Summer Youth. Full or partial employment applies. Up to $2,400 per year per employee. ***Form 8850 must be completed and submitted to EDSU within 21 calendar days of hire***.

WtW: TANF recipients receiving benefits for 18 consecutive monthsPrior to hire date. Combines with WOTC. Up to $5,000 in year two.

Empire Zone Wage Tax Credit: For EZ eligible businesses only. $1500 per employee for up to 5 years. Targeted credit requires 450A form and will increase credit to a total of $3,000 per employee for up to five years.

*Other credits available depending upon location: Renewal Community Employment Tax Credit; Empowerment Zone Employment Tax Credit

Policy #: 506 **Title: Quarterly Business E Newsletter**

Effective Date: 7/01/06

Amended Date:

Policy Description: On a quarterly basis (1/1, 4/1, 7/1 & 10/1) provide businesses and agencies with an email business newsletter.

Reference Documents:

Procedures:
Compile relevant, local business information from chambers, economic development, NYSDOL, NYSDOL Safety Program, CGCC and the Career Center into an email newsletter. The newsletter contains information on grant opportunities, available trainings, networking and events.

On an as needed basis, when time sensitive information is pertinent, emails can also be sent utilizing the email lists.

Maintain email lists for the Business Newsletter, updating at every opportunity.

Policy #: 507 **Title: HR Roundtable**

Effective Date: 7/01/06

Amended Date:

Policy Description: The Career Center coordinates the Columbia Greene HR Roundtable.

Reference Documents:

Procedures: Utilizing an established HR email list coordinate the meetings, discussion topics and group projects. The HR Roundtable meets bi-monthly, opposite the JSEC meetings, with no meetings scheduled over the summer. The group is primarily for networking purposes and guest speakers are the exception. Meeting rooms must be arranged through Guy Apicella, ext 3344. The meetings are scheduled for Wednesday morning at 7:30am – 9:00.

To facilitate discussion on an as needed basis emails will be send out for discussion topics, complied, and resent to the group to prioritize.

The HR email list is also used as a questions and answers tool for the members. All responses are sent to all members so everyone gets the benefit from the group's knowledge.

Policy #: 508 **Title: Employed Worker/Customized Training**

Effective Date: 7/01/06

Amended Date: 10/10/10

Policy Description: Customized Training funds are available to local businesses for the training of incumbent workers.

Reference Documents:
WIA law section 663.715 & 663.720

Columbia Greene Career Center, Customized Employee Training Program: Process
W:\Maureen\business services\training applications\cgcc customizedtrngprocess revised 5-03.doc

Business Services Customized Employee Training Application
W:\Maureen\business services\training applications\revised 5-03 cgcc Customized Training App.doc

Customized Training, Trainee Information
W:\Masters\CUSTOMER FORMS\enrollment related\membership card application core questions 2-06.doc

Procedures: Business can access WIA incumbent worker training funds providing monies are available, workers are earning less than self sufficiency and the proposed training falls into one of the WIB approved criteria.

- ❑ The employed worker's income will be raised by 5% within one year of completion of the training.
- ❑ The training will result in a recognized certificate or credential for the trainee.
- ❑ The training will avert a layoff of the workers being trained. OR
- ❑ The training does not meet the above criteria, but we would like the Workforce Investment Board, Marketing and System Services Committee to review the funding request.

WIA will only consider reimbursement for the training course fee, materials and testing expenses. Travel, meals, lodging and wages are allowable as matching funds. A 50% match is required for all customized training projects.

Business must complete the Customized Training Application which is reviewed by the WIA Business Services staff and an award/denial letter is sent to the business and the WIA accountant. A Customized Training, Trainee Information form and a letter of explanation is sent to the employed trainee via the employer contact with a self addressed return envelope. The trainees are enrolled into OSOS by the Business Services staff.

Upon completion of training, the employer provides documentation of the fees incurred along with training verification. The financial information is forwarded to the WIA accountant for reimbursement. The OSOS file is completed and closed. OSOS Records are updated documenting goal completion and employment status, with concise comment added.

Policy #: 509 **Title: On-the-Job Training**

Effective Date: 7/01/06

Amended Date: 9/15/10

Policy Description: On-the-Job Training services will be available to assist employers in offsetting the costs of training a WIA eligible customer.

Reference Documents: OJT Standard Contract
NYS Workforce Development Technical Advisory #10-15
Policy 305

Procedures:

- **Identifying OJT Opportunities with Qualified Businesses**
  - Outreach will be done directly/ indirectly with employers. OJT outreach will be integrated into the Business Service team strategy. Outreach includes, but is not limited to: face-to-face contacts, job order follow-ups, mailing, email notifications, involvement with the Chamber of Commerce, press releases, networking with other agencies, and speaking to civic organizations.

  - Businesses interested in OJT will contact a Career Center Business Service team member to initiate the process.

  - Pre-Award Process:
    Staff will request a company evaluation by the NYSDOL Regional Business Services Representative. Any firm or industry in violation of local, state, or federal labor law is not eligible for training assistance. When a firm or industry is no longer in violation, they can be eligible to receive training assistance.

    1. Staff will assist the business in completing the *Preliminary Review-Business Application for the On-The-Job –Training* form
       (If there is a union at the business, the Union must sign off on the contract. Before approving a proposal, it shall be determined that abnormal labor conditions such as a strike, a lockout, or other similar conditions do not exist at the establishment or its affiliates.)

    2. Staff will assist the business in completing the *NYS DOL Responsibility Questionnaire*; any "yes" responses (except for Question #3) will result in a determination that the training is not eligible for funding. A "yes" response to Question #3 will need to be further investigated before the contract moves forward.

       For each quarter in which we are developing a contract with the business we will need to re-check Unemployment Insurance, Disability Insurance and Worker's Compensation Insurance. This will require that the business completes a single-page form attesting that there have been no changes to the answers provided in the initial Responsibility Questionnaire. Upon submission to NYSDOL, results will be returned in a timely manner as long as no issues arise.

The full vetting process will need to be completed for each new year in which we are developing a contract with the business. A new year is defined as one calendar year from the initial full vetting (i.e. October 15, 2010 to October 15, 2011).

3. To determine if the business is in good standing, staff will conduct an on- line review of:
   i. Registration with the New York Department of State's Division of Corporations. http://www.dos.state.ny.us/corps/bus_entity_search.html
   ii. Federal OSHA records, search under NYS only. http://www.osha.gov/pls/imis/establishment.html

   When reviewing the OSHA records, only open cases at the targeted worksite trigger a 'red flag'. If there is no record for the business or if the open case is on another worksite you can consider this a 'pass'. If you encounter an open case with the business, you can contact your regional OSHA office. The regional contact information is located here:
   http://www.osha.gov/oshdir/ny.html

   A map of the regional breakdown is located here:
   http://www.osha.gov/oshdir/ny-state-map.html

   They will be able to provide staff with details of the open case to assist in making a determination.

4. Staff will conduct an on-site visit. This review will allow staff to see where the OJT participant will be working, meet the trainee's supervisor, and gain a better understanding of the business' facility and operations. The purpose of the site visit is to determine whether the employment opportunity will afford a viable on-the-job training opportunity.

- Compliance & Eligibility Review

  Staff will conduct a desk review of the company's suitability and eligibility for an OJT contract. The review will look at the following issues:
  - History with the OJT program. A company that has used the program more than 4 times in 5 years and has a track record below 70% in providing successful OJT trainees with continued long-term employment will not be approved. Also, the company cannot have exhibited a pattern of failing to provide OJT trainees with wages, benefits and conditions that are equal to those provided to regular employees who have worked for a similar length and same type of work.
  - Although, any company or agency may participate, including government agencies (The Federal government is prohibited from conducting OJT), a trainee, once hired under WIA OJT, must not be required to pass a civil service examination to retain his or her job. In other words, the job for which OJT training has been given cannot subsequently be subject to competitive labor procedures.
  - OJT funds shall not be provided for training in situations involving highly mobile or highly competitive industries where minimal employee training is needed;
  - Industrial dislocation resulting in transferring unemployment from one area to another. No proposal may be used to assist in any relocation of an establishment from one area to another unless such relocation will not result in

an increase in unemployment in the area of original location or any other area where it conducts business operations.

- Any other individual is on layoff from the same or substantially equivalent job;
- The business has terminated the employment of any regular, unsubsidized employee or otherwise caused an involuntary reduction in its workforce with the intention of filling the vacancy created with the WIA participant.

○ Criteria to Determine the Suitability of Employment Opportunities

Staff will conduct a desk review of the job's suitability and eligibility for an OJT contract. The review will determine that:

- The occupation is sufficiently skilled to require a training period of at least 40 days.
- The occupation has been determined by the WIB to be in-demand in the local labor market.
- The occupation's hourly wage meets the current WIB standard for eligibility for training funds.

○ Job Description & Training Outline:

- All OJT positions must a have job description and a training outline indicating an expected timeframe to learn the identified skills.

○ Job Seekers Referral:

- Job seekers can be referred to positions a number of ways; employers can refer a possible OJT candidate to the Career Center, registered job seekers can identify themselves as eligible for the OJT to program to potential employers, and career center staff can refer candidates to businesses.

▪ **Identifying and Assessing Training Candidates**

○ Marketing Strategies

Job seekers will have a variety of ways to learn about OJT, including; website information, flyers, staff referrals, and direct mailings. The OSOS system will assist in matching possible candidates for OJT positions, keeping in mind that: job seekers must meet income eligibility or dislocated worker status for the OJT grant funding.

○ Need for OJT and the Training Plan

The completion of a comprehensive assessment and the development of an Individual Employment Plan (which includes an evaluation of the skills, work experience and education of the job seeker), along with a clear understanding of the job description will determine the need for and length of the OJT. A skills gap analysis will be determined by using O*Net, Career One Stop, My Skills/My Future Career Zone self assessments.

○ Trainees Employment Status

No reimbursement will be allowed for trainees already on board prior to the effective date of the OJT contract. Upon completion of negotiations the following statement must be signed prior to trainee starting.

> "The employer commits themselves to abide by the WIA rules and regulation, assurances and certifications in the boiler plate of the WIO OJT contract, pending final execution of the contract."

Employer Signature ____________________Date__________________

Trainees that have worked for the OJT employer in the past as an employee, a contractor arrangement or through a temporary agency will only be considered for OJT if the new hiring position is a new job title with substantially new skills to be learned.

- WIA OJT Upgrades

  OJT contracts may be written for eligible employed workers when there are sufficient funds available, and:

  1. The employee is not earning a self-sufficient wage as determined by Local Workforce Investment Board (LWIB) policy; and
  2. The OJT relates to the introduction of new technologies, introduction to new production or service procedures, upgrading to new jobs that require additional skills, workplace literacy, or other appropriate purposes identified by the LWIB.

- **Reimbursement Policies**
  - The reimbursement policies are defined below in the Contract Composition and Administration section.

- **Monitoring**

  The WIB must ensure all OJT contracts are monitored to ensure compliance with contract terms and to help resolve any issues.

  Each OJT contract must receive an on-site monitoring visit at least once during the training period.

  The monitoring will ascertain through a review of records and interviews the following information:

  - Participant is receiving the agreed upon training, and is not required to engage in prohibited activities.
  - Participant's attendance record is strong enough to ensure they are fully engaged in the training.
  - Business /payroll records show that the participant is receiving proper wages, tax withholdings and workers' compensation.
  - Determination on whether there is a pattern of failure to retain OJT trainees.

  Any compliance issues requiring corrective action will follow OJT policies and procedures as outlined in the contract.

  The participant's progress will be noted in the comments section of OSOS.

- **Contract Composition and Administration**

  All OJT contracts must include the following elements:
  - Cover Page
    - Type and Cost of Contract

      Negotiated fixed-price contracts are entered into with individual employers and provide a fixed price for specific services. This price is not subject to adjustment

after the contract has been signed unless there is a subsequent contract modification.
  - Applicant Name, Address, Telephone Number
  - FEIN (IRS#)
  - Dates of Contract
  - Name of Occupation and Trainee(s)
  - Signatories section

- <u>Program Narrative</u>
  - Description of the business and history of relationship with the Workforce Investment Office
  - Trainee job title and job description
  - Supervisor name and title

- <u>Training Outline</u>
  - Participants Name
  - Job Title
  - Job Tasks
  - Training Days Per Task
  - Total Days of Training

- <u>OJT Program Summary</u>
  - Payment Schedule
  - O*Net Code and Title
  - Number of Trainees
  - Purpose of Training
  - Hours of Work per Day
  - Hourly Wage Rate
  - Number of Weeks
  - Number of Days of OJT
  - Trainee Day Rate
  - OJT Cost Per Trainee
  - Total OJT Cost

- <u>General Provisions and Assurances</u>
  A. <u>Regular OJT</u>
  This program combines occupational training with direct employment by the contractor and provides training without the necessity of institutional training. The business' intention in hiring an employee is for the newly hired employee to remain employed with the business upon completion of the OJT. Employers must agree that training will start on the date of hire.
  B. <u>Priority of Service</u>
  Columbia-Greene has a Priority of Service policy for veterans and their eligible spouses, as well as low-income adults. These participants are given first priority for jobs and training for which they are eligible and qualified.
  C. <u>Collective Bargaining Agreements</u>
  The training activity will not impair an existing contract for services or collective bargaining agreement, and/or that no activity that would be inconsistent with the terms of a collective bargaining agreement shall be undertaken without the written concurrence of the labor organization and the business.
  D. <u>Nepotism</u>

No member of the OJT employee's immediate family will directly supervise the OJT employee, nor will the trainee supervise an immediate family member. For the purpose of this contract, immediate family is defined as spouse, children, parents, grandparents, grandchildren, brothers, sisters or persons bearing the same relationship to the OJT employee's spouse.

E. Standard Work Week

A standard work week is the standard number of hours worked each week by all employees of the contractor in the occupational area in which the training is being conducted, provided the total number of standard hours is at least 30 but not more than 40, and provided such hours are worked during no more than a five day period each week. Exceptions to the hour requirement can be made on a case by case basis. Hours for which overtime is paid shall not be considered a part of the standard week. OJT will take place during the employee's work hours (i.e., during the shift/hours for which the employee was hired) and the employee will be compensated at the same rates, including periodic increases, as trainees or employees who are similarly situated in similar occupations by the same employer and who have similar training, experience and skills.

F. Maximum Number of Enrollees Allowable

The maximum number of enrollees to be trained by an individual employer when utilizing local WIA dollars under this proposal shall not exceed 25% of the employer's regular full time force at the plant where the training is taking place. When the work force is four or less, two trainees may be allowed.

The 25% requirement may be waived with appropriate justification. Examples of appropriate justification would include the imminent expansion of sponsor's work force to a level in which the training would be justified, or if there is a special nature to the business or occupation.

G. Trainee Benefits

Each trainee in an on-the-job training program shall be assured of health insurance, unemployment insurance, retirement benefits and other benefits at the same level and to the same extent as other employees in that employment situation, and to working conditions and promotional opportunities neither more nor less favorable than other such employees enjoy.

H. Trainee Wages

The following apply to trainee wages:

1 Minimum allowable wage levels are determined by the OJT funding source. No locally funded WIA OJT contract can be entered into with an hourly wage less than the current minimum mean hourly wage set by the WIB for allowable ITA's. A wage is considered to be monies paid by an employer to a trainee for work performed. A wage does not include tips, commissions, or fringe benefits.

2 If a collective bargaining agreement or company policy is in effect, the scheduled OJT wage increases should be consistent with such agreement.

3 The wage rate set for the trainees will not create unfair competitive labor-cost advantages or have the effect of impairing or depressing wage or working standards established for experienced workers for work of a like or comparable character in the establishment and industry.

4 Wages are expected to be consistent with job progression and equal to wages of other employees in the same job category.

I. Contract Limitations:

1 The allowable cost of an OJT contract is determined by the OJT funding source. Local WIA OJT contracts will not exceed the maximum dollar value of $4,000. The dollar limitations will be determined by the various funding sources. The determination of the length will be based on the skills required by the position, the trainee skill level and the skills assessment, but for local WIA contracts, the length cannot exceed six months.
2 Funds provided to the business to reimburse the costs associated with OJT may not be used to assist, promote or deter union organizing.
3 The business will comply with all applicable employment-related federal, state and local laws and regulations.
4 The OJT contract does not infringe in any way upon the promotional opportunities of current employees not involved in OJT.
5 No currently employed workers will be displaced by OJT trainee(s), including a partial displacement such as a reduction in the hours, wages, or employment benefits.
6 OJT trainee(s) will not be employed to carry out the construction, operation or maintenance of any part of a facility that is used or to be used for sectarian instruction or as a place for religious worship, or required to participate in political activities.

J. Reimbursement Policies

Reimbursement is only for training, no reimbursement will occur for paid holidays, vacation or sick time. After the length of training has been determined, the sponsor's reimbursement for OJT training time (the trainee day rate) in each occupation is computed as follows:

The allowable reimbursement rate of an OJT contract is determined by the OJT funding source. The local funded reimbursement rate is 50% of the hourly entry rate. From the trainee start date, to the end of the OJT, the reimbursement rate is computed as follows:

l. OJT hours per day X hourly wage rate X reimbursement percentage = trainee day rate, (rounded to next highest cent).

2. Once the trainee day rates are established, the amount of reimbursement the employer will receive for each OJT employee is computed as follows:

Trainee Day Rate X Number of OJT Days at Rate = the subtotal of reimbursement per trainee.

On a case by case basis it will determined if participant job related expenses will be covered by WIA funds, including: uniforms, work related tools, equipment, licensing fees, training-related books or additional coursework related to the training occupation. No trainee funded by local dollars will exceed the $4,000 limit, including wages and supplies.

K. Method of Payment

On a pre-determined schedule, the Sponsor shall allow a WIO representative to review the Sponsor’s payroll and all related fiscal records for the purpose of determining that the trainees rate of pay and days worked are consistent with the contract. This information will be used to generate a reimbursement for training provided by the Sponsor to the participant. This payment shall be processed by claim voucher the regular course of WIO’s business. Nothing in this paragraph shall limit the grantee or other responsible agency from reviewing these records at any other time in order to fulfill their program oversight or auditing role pursuant to the Workforce Investment Act or its regulations and federal, state or local policy.

L. Non-Discrimination/ Grievances

No person shall be excluded from participation in, be denied benefits of, or be subjected to discrimination in employment because of race, creed, color, national origin, sex, disability, age, marital status, or past convictions (unless the conviction is related to the prospective job).

The business agrees to adhere to the Local Workforce Investment Board's grievance process if a complaint arises in connection with the OJT employee and the training.

M. Conflict of Interest:

The Sponsor will not select, reject or promote a participant based on that individual's political affiliation or beliefs, or as a reward for political services or as a form of political patronage, further, the Sponsor recognizes and assures that no programs under the Workforce Investment Act may involve political activities.

N. Counseling

Counseling is part of on-the-job training. Sponsors are hereby notified that WIO staff members may visit the trainee at the work site for counseling purposes. The sponsor should be made aware that counseling is available for trainees if there is a perceived need for it. Counseling requests made by the Sponsor will be arranged by the WIO staff. Since time spent in counseling will be considered part of on-the-job training, no special reimbursement can be established.

O. Orientation

Sponsors are responsible for providing trainees with a basic orientation to their business. Orientation of the new employees is an important and necessary element of the training process. Company rules, regulations, products, benefits, forms and plant layout should be included in the orientation. The orientation should be included in the training outline sections of the OJT contract forms as in-kind training. The supervisory work force should be oriented to the OJT program, the trainees, and their needs.

P. Assignment of Trainee to Work Station

Trainees must be given a copy of the training outline they are expected to follow in the training program. The initial and each succeeding work assignment should be carefully explained to trainees when they are assigned to each work station and/or work assignment.

Q. Contract Modifications

A contract modification may be initiated by either party. An amendment to On-the-Job Training Contract which calls for additional funding may be developed only when 1) the original scope of the contract is to expand and 2) sufficient funds are available and included by the modification to defray the increased costs.

Bilateral modifications are to be agreed upon before any of the changes are initiated. They must reflect any mutually agreed upon changes within the general scope of the contract affecting contractor's performance and any resulting adjustments in time and/or cost. All amendments must be numbered sequentially beginning with (1), and become effective as of the date indicated therein. They are to be distributed in the same manner as the original contract.

Some Situations Requiring Contract Modifications

1 Extension of Termination Date. Whenever the termination date of a contract is extended, a contract modification is required.
2 Change in the Number of Slots per Job Category. A modification such as this could involve additional funds, less funds, or no change at all in the total contract costs.
3 Change in Occupations. New occupations are subject to the regular contractual requirements.
4 Adding Funds. There are many cases in which funds may be added to a contract. For example, if a contractor were to increase the number of trainee slots in a project, additional funds would probably be required.

R. Modification Format

Contract Modifications must contain:

- On-the-Job Training Summary**
- Job Related Educational Release Time Cost**
- Summary-Contractor's Training Cost**
- Detailed Cost Sheet
- Training Outline**
- Program Narrative**

**if applicable

S. Monitoring, Inspections and Audits

The LWIB, NYSDOL, or United States Department of Labor may inspect and monitor any records or activities pertaining to the OJT contract at any time during normal business hours, and as often as deemed necessary. Such inspection shall be made to determine whether the business is in compliance with the terms and provision of this contract and the OJT participant is making sufficient progress.

The purpose of the monitoring visit is to:

1. Assist the employer or contractor in operation of program,
2. Discuss the program with trainees,
3. Review the progress of the program with the instructor,
4. Assist the employers or contractor in record keeping and invoicing,
5. Ensure that provisions of the contract are being met,
6. Review the effectiveness of the program.

T. Dispute Resolution:

The sponsor agrees to use administrative processes and negotiation in attempting to resolve disputes arising from this contract. The sponsor shall continue performance of the activities during such dispute and shall immediately submit written requests for informal review and hearing to the WIO who shall review the disputed matter. WIO shall resolve same, after consultation with the Sponsor within thirty (30) calendar days of request receipt. Disputes not resolved the local level shall be resolved in accordance with applicable State policies. Parties agree that any legal action brought in relation to this contract shall be brought within the State of New York.

U. Contract Terminations

OJT contracts may be terminated by mutual agreement of the WIO staff and the contractor. Contracts should be terminated early only as a last resort when it becomes obvious that problems cannot be resolved through other means.

When termination of a contract is a bilateral decision, the contract is ordinarily closed by the contractors. They may simply sign the final payment line of the voucher and back up. Their signature indicates they intend to request no further reimbursement from the State for this program. In some cases, the WIO staff may wish to secure a letter from contractors indicating their intention to close the contract.

The maintenance report is to be used as a uniform checklist of items to review when conducting monitoring visits of OJT programs, and as a means of recording information collected relative to these visits.

- Appendix A – Trainee Progress Report
- Appendix B – Bi-Monthly Training Report and Voucher Back-up
- Appendix C - Grievance Procedure & Discrimination Complaint Procedure
- Appendix D – Federal and State Certifications
- Attachment I - Preliminary Review-Business Application for the On-The-Job –Training
- Attachment II - NYS DOL Responsibility Questionnaire

Policy #: 510 **Title: Employers and Regional/State level Service Requests**

Effective Date: 2/01/07

Amended Date:

Policy Description: Referral Information needs to be provided to employers who want information about various state or regional level Department of Labor Programs.
Reference Documents:

Procedures: The following phone numbers can be provided to employers upon request:

- Unemployment Insurance Telephone Claims Center: 1-888-890-5090.

Policies 600 – 699 Youth Services

Policy #: 601 **Title: Youth Recovery Act Provisions**

Effective Date: 4/01/09

Amended Date:

Policy Description: The Recovery Act of 2009 is allowing the Columbia-Greene area to provide an expanded Summer Youth Employment Program utilizing WIA funds

Reference Documents: Training and Employment Guidance Letter No. 14-08

Procedures:

The Columbia-Greene WIA Summer Youth Employment Program is designed to teach youth job skills, develop good work habits, and explore career opportunities.
All youth receive:

Work experience – The majority of students, ages 14 or 15 will participate in a four week career exploration/work simulation experience in one of three areas: food service, videography, or health/science. Students between the ages of 15 to 24 are either placed at a private, non-profit or government worksites for a minimum of six weeks of work. Some participates between the ages of 18 and 24 are allowed a maximum of 23 weeks of work, and may have pay rates above the minimum wage, commiserate with their job responsibilities.

The work readiness component will consists of two parts. The first is the supervisor's evaluations of participants' work skills and performance, which is completed at the end of their first two weeks on the job and then during the last week on the job. The students are also required to complete our SYEP "Skills Book". This manual requires participants to successfully finish a variety of activities during the program. This includes:

- The participant setting short and long term work and education goals
- Developing an understanding of the work skills valued by employers (SCAN Skills)
- Accurately completing a job application and resume
- Completing a weekly journal of what they have experienced and learned.

Participants will be determined to be work ready when they have completed the skill book successfully and have received an employee evaluation with at least a satisfactory rating on the three foundation skills and the five work skills.

Measurable increases in work readiness will be determined by comparing the completeness and accuracy of the participants' SYEP application forms to the completeness and accuracy of the skill book. It is also measured by the comparison of the first employer evaluation to the final evaluation.

Green jobs will be incorporated into our summer youth program through our coordinated partnership with the Student Conservation Association. The SCA hired 17 students that were referrals from both the WIA summer youth and year-round program.

No apprenticeship programs are available locally.

Outreach for the summer youth program will begin in early May. Outreach to migrant farm workers is done through the local school districts Outreach and recruitment for other needy youth is done by staff who visit all local high schools, County Departments of Social Services, County Probation Departments, Division of Youth Facilities, and local community action agencies.

Worksites that want to participate in the Summer Youth Employment Program must complete an application process that includes providing job descriptions and worksite agreement. This application ensures that the worksite understands the responsibility of sponsoring youth workers, and that they are willing to dedicate staff time to providing appropriate supervision. In addition, to the application, staff of the Career Center have past experiences with summer youth worksites and have knowledge of those organziations that provide valuable, safe work experience opportunities.

Private sector, public sector, and not-for-profit worksites are used. Examples of these include schools, community action agencies, town recreation programs, public work departments, nursing homes, museums, libraries, and private businesses.

All supervisors are required to follow Youth Employment Program regulations such as time and attendance procedures, NYS Child Labor Laws, and to adhere to the Youth Employment Program worksite agreement. This agreement is signed by the worksite administrator and by WIA staff. This information is reviewed verbally and provided in writing during a mandatory worksite orientation, which must be attended by all supervisors. The Career Center staff assigned to the youth program are responsible for monitoring worksites for safety and to ensure that youth are following labor laws. They are also responsible for computing the number of hours youth have worked during each bi-weekly pay period. All participating youth are employees of Columbia-Greene Community College, so the payroll department has each youth's payrate, which is at least at the minimum wage.

The worksite agreement signed by the worksite and WIA staff certifies that employment of the youth will not adversely impact current employees, impair existing contracts for services or employment, or replace laid off employees.

Youth are matched to worksites based on their goals, interests, and skills whenever possible. They are verbally asked their work preferences based on the following categories: Health Care/Services, Office/Clerical, Child Care, Recreation/Parks, Maintenance/Cleaning, or Customer Service. Although every effort is made to match the youth's career interests with a worksite, there is no guarantee. Due to the lack of public transportation in our area, some youth are placed in jobs not related to their interests.

Policy #: **Title:**

Effective Date: 7/01/06

Amended Date:

Policy Description:

Reference Documents:

Procedures:

Policies 700 – 799 Administrative

Policy #: 701 **Title: Definitions of Staff Titles and Responsibilities**

Effective Date: 10/16/06

Amended Date:

Policy Description: The merging of all Wagner-Peyser and Workforce Investment customers into one large customer pool requires the functional alignment of staff funded by these two programs. Staff job responsibilities will be assigned based on customer and programmatic needs.

Reference Documents:

Procedures: The Director of the Career Center is responsible for assigning job tasks based on workload and the following job classification guidelines:

Center Job Title	Program Job Title	Responsibilities
Employment Advisor	Assistant Director Labor Services Representative	

Policy #: 702 **Title: Financial & Program Oversight**

Effective Date: July 1, 2004

Amended Date:

Policy Description: Columbia-Greene Community College is the fiscal agent for WIA Title IB funds. As such, it is responsible for the fiscal monitoring of all sub-recipient operations. The Workforce Investment Board of Columbia & Greene Counties is responsible for certifying the One-Stop Career Center and approving youth sub-contracts, and as such, it is responsible for all programmatic monitoring.
The purpose of the monitoring will be to:

1. Determine that expenditures have been made against the cost categories and within cost limitations specified in the Act and the regulations.
2. Determine whether or not there is compliance with other provisions of the Act and the regulations and other applicable laws and regulations.
3. Provide technical assistance as necessary and appropriate.

Monitoring shall be conducted primarily for the purposes described above. However, the following additional benefits are expected:

1. To assist the fiscal agent and its contractors in meeting program objectives and improving systems for efficient program administration.
2. To assist in improving the quality of services provided to eligible WIA participants.
3. To provide a basis for program revision.
4. To assist in planning for each subsequent program year.

Monitoring shall occur through interviews, observations, and program data evaluation. Such monitoring is to ensure compliance with the Act, the regulations, and relevant OMB circulars. The monitoring process shall include, but not be limited to the review of systems, activities and services.

Reference Documents:

Procedures:

ENTITIES TO BE MONITORED
Listed below are the organizations that will be monitored, a description of their WIA Title IB role, an explanation of the type of monitoring to be conducted, and the titles of the person(s) responsible for conducting the monitoring:

1. Workforce Investment Office at Columbia-Greene Community College. This office is the WIA Title IB partner in the consortium responsible for operating the One-Stop Career Center. Programmatic monitoring of all grants received by WIO will be conducted in-house, by an Assistant Director. Also, the WIB Director will conduct formal monitoring of all WIA Title IB programs. Because the College is also the WIA Fiscal Agent, no local fiscal monitoring will be conducted. However, the College completes an annual audit as required in OMB Circular A-133.

2. Catskill Central School District. Operates a youth sub-contract. Programmatic monitoring will be conducted by the WIB Director. Fiscal monitoring will be conducted by the WIO Director and the Assistant Director for Accounting, Business Office, CGCC.

3. Greenville Central School District. Operates a youth sub-contract. Programmatic monitoring will be conducted by the WIB Director. Fiscal monitoring will be conducted by the WIO Director and the Assistant Director for Accounting, Business Office, CGCC.
4. New Lebanon Central School District. Operates a youth sub-contract. Programmatic monitoring will be conducted by the WIB Director. Fiscal monitoring will be conducted by the WIO Director and the Assistant Director for Accounting, Business Office, CGCC.
5. Youth Providers. When the WIB approves any youth sub-contracts then programmatic monitoring will be conducted by the WIB Director. Fiscal monitoring will be conducted by the WIO Director and the Assistant Director for Accounting, Business Office, CGCC.

MONITORING TOPICS

Listed below are the topics that will be covered through the monitoring process:

Fiscal Topics:

- Cost Allocation
- Cost Limitations & Categories
- Cost Allowability
- Financial Reporting
- Expenditure Rates
- Confirmation that OMB Circular A-133 Audit Requirements are fulfilled by subcontractors

Programmatic Topics:

- Eligibility and Records Review
- Delivery of Services
- Quality of Services
- Customer Satisfaction
- EEO Requirements/Grievance Procedures
- Data Validation
- Performance Requirements

Each program year comprehensive monitoring will be performed and a follow-up review will take place to verify that corrective action to any deficiencies has occurred. Where compliance monitoring alone cannot achieve the ends of managerial monitoring (to identify cause and appropriate corrective action), the Workforce Investment Office Director and/or the WIB Director will determine the scope of additional systems monitoring. Issues that may result in additional monitoring include:

- Subrecipients with prior audit or monitoring findings or history of poor performance
- Programs administered by inexperienced subrecipients
- Subrecipients that have inexperienced staff or have experienced a change in key staff
- Programs where the subrecipient has requested an on-site visit
- Subrecipients that are not financially stable
- Subrecipients that have not conformed to terms and conditions of previous awards

Programmatic monitoring shall produce standardized reports of monitoring and self-evaluation activities, and the observations resulting therefrom. The reports shall make recommendations for corrective action (improvement) whenever it identifies, non-compliance with Federal, State or contractual requirements, or identifies needs to improve existing systems, procedures, or practices.

Fiscal Monitoring will occur on a quarterly, and annual basis. Desk Reviews will be performed insuring that all sub-contractor fiscal reports and cash reimbursement requests fall within the approved contract budget. Written reports will only be generated when compliance issues arise. A yearly report will be completed comparing the contract budget to the actual costs incurred.

Monitoring activities shall include:

- Appropriate and comprehensive reviews as delineated above.
- Written reports providing sources, findings of the review, causal factors, and possible options for improvement. If corrective action is necessary, recommendations will be included.
- The WIO Director will review findings, causal factors, options and recommendations.
- When corrective action is deemed necessary recommendations made shall be the result of the Monitors' and the WIO Director's analysis of the circumstances surrounding the area of concern. When appropriate and/or feasible, consultation will be made with relevant WIB committees, and/or state and local personnel to ensure that recommendations are adequate, realistic and consistent with Columbia-Greene's and/or New York State DOL operations policies.
- Written direction by the WIB Director to the subcontractor monitored as to corrective action required shall be provided and the name of individuals who are available to provide technical assistance will be included. For youth sub-contracts, that individual will be either the WIO Assistant Director responsible for youth programming or the WIO Director. For the One-Stop Career Center that individual will be either be a NYS DOL Workforce Division expert or a hired consultant.
- When corrective action is necessary, the sub-contractor shall be expected to respond to the monitoring observations and shall respond to the report as set forth in the transmittal letter prepared for the Workforce Investment Board's Director's signature. Such transmittal letter shall be the basis of the sub-contractor's timely response, as well as the follow-up actions that will be taken by the original monitoring personnel.
- Follow-up by the Monitor and/or WIO Director to ensure that the corrective action(s) required have been accomplished will include an on-site visit, possible interviews with relevant staff and/or participants and review of required documents.
- Written report on follow-up review, providing observations and recommendations results.
- Review of the follow-up report by the Monitor, and, when appropriate, the WIO Director, and relevant WIB committees. If the issue(s) are not satisfactory addressed then written direction by the WIB Director or the WIO Director to the entity monitored as to further corrective action required, with deadlines, shall be provided, including possible sanctions. Possible sanctions may include the modification of subcontractors funding award and ineligibility for refunding.

Monitoring reports will be distributed to the following individuals:

- The Director of the Workforce Investment Office.
- The Director of the Workforce Investment Board of Columbia & Greene Counties
- The Chairperson of the Workforce Investment Board of Columbia & Greene Counties
- The Chairperson of the appropriate WIB committee, including the Youth Council
- The Chief Operating Officer and/or operations unit of the sub-contractor being monitored

A copy of all written reports, responses, and back-up material/documents/notes collected in conjunction with each review will be maintained on file in administration and appropriately cataloged for future reference.

Policy #: 703 **Title: Personnel Cost Allocation**

Effective Date: 7/1/2002

Amended Date: 7/1/2004

Policy Description: This cost allocation plan describes how allowable costs are identified, accumulated and assigned/allocated to the appropriate cost objectives. The methodology and procedures detailed in the plan have been developed in accordance with Generally Accepted Accounting Principles (GAAP) utilizing WIA / NYSDOL rules and regulations.

Reference Documents:

Procedures:

1. WIA Administration
   - Executive - The overall strategic planning, management and supervision of the programs, including membership on the WIB, and WIB Committees.
     Personnel: Director, Associate Director
   - Monitoring - The process of reviewing and analyzing the provision of all programs to assure compliance, performance and impact of services.
     Personnel: Assistant Directors
   - Administrative Support (Clerical) - Costs associated with the support of the administrative functions.
     Personnel: Clerk/Typist

2. Programmatic Functions - The programmatic functions are those that have been determined to benefit the grants directly or indirectly. The costs for which the benefit can be directly tracked will be directly charged to the benefiting grant and cost category. All costs associated with staff are charged according to monthly time distribution sheets to determine the grant charged and the cost category. All time distribution sheets are filled out daily by the staff person based on that individual's account of their time spent on a particular grant and cost category. The time sheet is signed by the individual staff person as well as the Director to ensure accuracy. Indirect costs are charged based on enrollment.

   - WIA Core Services - These services are available to everyone, and are provided by all partners in the One Stop System. This includes WIO, Columbia-Greene Community College, DOL, VESID, and Questar staff. These services include:
     - Determination of whether the customers are eligible to receive assistance.
     - Outreach, registration, and orientation information.
     - Initial assessment of skill levels, aptitudes, abilities, and support service needs.
     - Job search and placement assistance, and where appropriate, career counseling.
     - Providing labor market information.
     - Providing performance information and program cost information on eligible training providers, eligible youth service providers, providers of adult education

activities, providers of post-secondary vocational activities, and providers of rehabilitation activities.

- Information on the availability of support services, including child care and transportation.
- Providing information regarding filing claims for unemployment compensation.
- Assistance in establishing eligibility for welfare to work activities and programs of financial aid for training and education that are not funded under WIA.
- Follow-up services for participants who are placed in unsubsidized employment for less than twelve months.

Cost Categories: WIA Adult Program
WIA Dislocated Workers Program
WIA Youth In/Out Program

Personnel: Assistant Directors, and Partner staff who are not part of this cost allocation plan.

- Intensive Services - Intensive services for adults and dislocated workers are designed for the individuals who are unable to obtain employment through core services, and have been determined by the one stop staff to be in need of more intensive services to obtain and retain employment that allows for self-sufficiency. These services include:
  - Comprehensive and specialized assessments of skill levels.
  - Individual employment plans.
  - Case management.
  - Short-term prevocational services.

  Cost Categories: WIA Adult Program
  WIA Dislocated Workers Program
  WIA Youth In/Out Program

  Personnel: Assistant Directors, College staff

- Training Services - In general, funds awarded to the local WIB for adults and dislocated workers must be used to provide training services to adults and dislocated workers who:
  - Have met the eligibility requirements for intensive services and are unable to obtain or retain employment
  - After an interview, evaluation, assessment and case management, have been determined by staff to be in need of training services and are determined to have the skills and qualifications to successfully participate
  - Select programs that are directly linked to employment opportunities
  - Meet the financial need requirements
  - Satisfy any priority system adopted by the Workforce Investment Board

Training Services include:

1. Individual Training Accounts
2. On-the-Job Training

Cost Categories: WIA Adult Program, WIA Dislocated Workers Program
Personnel - Assistant Directors

- Information Systems - The process of inputting WIA customer information in various tracking systems. This includes registration, enrollment, exit, and follow-up information.

  Cost Categories: WIA Adult Program
  WIA Dislocated Workers Program
  WIA Youth In/Out Program
  Personnel - Assistant Directors, Clerk/Typist

- Supervision - The process of overseeing the work of Associate Directors, Assistant Directors and Clerks and any temporary staff as they perform programmatic functions.

  Cost Categories: WIA Adult Program
  WIA Dislocated Workers Program
  WIA Youth In/Out Program
  Personnel - Director, Associate Director

3. COST ALLOCATION OF JOB POSITIONS
   The following position descriptions should be allocated to the appropriate cost categories:
   WIA Administration
   WIA Adult Program
   WIA Dislocated Workers Program
   WIA Youth In/Out Program

   The description of each position is presented for the purpose of assignment of functions and cost allocation. All staff maintain a hard copy calendar and, possibly, an Outlook Express calendar. Calendars are kept for a period of three years. The calendars are used on a monthly basis by all staff to determine the time distribution percentage among program activities. Notations are made on the calendars to designate the appropriate program activity.

A. Director - This position is both administrative and programmatic in nature. Administrative responsibilities include serving as a member of the WIB, and managing all contracts and budgets. Program responsibilities include operating the One-Stop Career Center and supervision of direct program staff and their activities.
   Allocation of Costs: Costs are allocated based on time distribution between administrative and program activities.

B. Associate Director - This position is both administrative and programmatic in nature. Administrative responsibilities include serving as a member of WIB committees and managing OJT and youth contracts. Program responsibilities include the provision of core, intensive and training services to adult and dislocated workers and supervision of direct program staff.

   Allocation of Costs: Costs are allocated based on time distribution between administrative and program activities.

C. Assistant Director of Accounting - This position is completely administrative in nature and manages all accounting and reporting functions for funds received by the Workforce Investment Office.
   Allocation of Costs: One hundred percent charged to Columbia-Greene Community College.

D. Assistant Directors - These positions are responsible for providing core, intensive training support services. They meet with customers in group and one on one settings to assist with job search, assessment, and potential training options, if applicable. These positions are programmatic in nature. The allocation of time is documented in each Assistant Director's calendar, and recorded on monthly time distribution sheets.
   Allocation of costs: One hundred per cent Programmatic, unless functions and documentation indicate an allocation to other categories.

E. Clerk/Typist - This position provides clerical, receptionist and accounting support to professional WIA staff.
   Allocation of Costs: Costs are allocated based on time distribution between administrative and program activities.

Policy #: 704 **Title: Inventory Control**

Effective Date: 7/01/06

Amended Date:

Policy Description: Inventory will be managed in accordance with federal, state and college regulations and policies.

Reference Documents:

Procedures:

Equipment:
All items with a purchase price of over $500 (CGCC guidelines, auditors use $1,000) AND has a useful life of over one year are considered equipment.

All **EQUIPMENT** must have an inventory tag affixed to it and be logged into the Fixed Asset Software and in the WIA inventory file in excel.

Any **EQUIPMENT** purchased with Federal Funds and has an acquisition price (not including trade-in values) of over $5,000 must be considered federal property. Specific written approval from the NYSDOL must be obtained prior to the purchase or disposal of this property. ***[NOTE] An approved budget does NOT constitute prior approval.**

This request should include the following:
- Description of equipment,
- Actual or estimated cost of equipment,
- Why it is needed,
- Price quote(s) of equipment with supporting documentation
- Who will be using it
- Where will it be located

PURCHASE of PROPERTY and EQUIPMENT
COMPUTERS
1. A **"Technology Needs Form"** must be completed by the WIA Director. This form includes information regarding the equipment that will be replaced (Asset #, Serial #, brief description). It notates whether this equipment is available for transfer (relocation) to be used by the college. Then the form requests information regarding the new equipment.
2. A CIS representative reviews this form and fills in the system requirements needs information. The CIS department then forwards this form onto the purchasing dept. who makes sure that system requirements are met when completing the purchase order.
3. Upon purchase order approval, the equipment is ordered, entered into the Asset Mgt System, and the WIA inventory file in Excel, and assigned an inventory tag.
4. Upon receipt of the equipment, the inventory tag is placed on the piece.

AUDIO/VISUAL AND OTHER EQUIPMENT

1. Upon purchase order approval, the equipment is ordered, entered into the Asset Mgt System, and the WIA inventory file in Excel and assigned an inventory tag.
2. Upon receipt of the equipment, the inventory tag is placed on the piece.

TRANSFER/DISPOSAL of PROPERTY and EQUIPMENT

1. Upon replacement of old equipment such as computers, copiers, printers, etc., the Workforce Investment office will sometimes transfer items to the college for continued use.

2. The official **"CGCC** Equipment **Transfer/Disposal Notification Form"** must be completed. (Description, Asset Tag #, Serial #, Dept transferring from, responsible party, dept transferring to, new responsible party, and date) This form is generated by CIS (for computer items)

Unless the property has been deemed FEDERAL property, the responsible party will be changed in the Asset Management System and a new inventory tag will be placed on the piece. For inventory audit trail purposes, the green WIA tag will not be removed. If the equipment is deemed FEDERAL, the NYSDOL tag and WIA tags must remain on the equipment until such time as the equipment becomes obsolete or damaged beyond repair. Responsibility of this equipment remains with WIA.

DISPOSAL

1. The official **"CGCC** Equipment **Transfer/Disposal Notification Form"** must be completed. (Date, Equipment, Desc, Asset Tag #, Serial #, Dept Disposing of, Reason, current locations)
2. Should equipment be determined to be obsolete or damaged beyond repair, the equipment can be discarded, or turned over to CIS or AUDIO VISUAL for parts to be used for repair to other equipment. A record of the method of disposition has to be documented and the item removed from property listings.
3. Prior approval must be obtained from NYSDOL prior to FEDERAL equipment disposal.
4. If an item deemed to be FEDERAL is lost due to theft or destroyed by fire, flood, or other events, the Office of General Services must be notified within twenty-four hours of the event.

MAINTENANCE OF COMPUTERS

The CIS department is responsible for the repair and maintenance of all computer or computer related equipment on CGCC's campus. The computers have been configured with up-to-date antivirus software that automatically updates itself and the computers have been configured to automatically install windows critical security patches when they become available. The college has a firewall on our network that further protects all of our computers from harmful things on the outside world.

MAINTENANCE OF OTHER EQUIPMENT

For equipment, other than items that are computers or directly linked to the computers, maintenance agreements are purchased.

INSURANCE COVERAGE

Insurance coverage is provided to the Workforce Investment Office by the college and included in the monthly rent.

OTHER

In the instances where property, of material value, is owned by another entity at a department location, designated staff or asset custodian must ensure that there is proper insurance coverage.

The Assistant Director of Accounting is responsible to maintain the equipment records for WIA in an excel based spreadsheet program and to perform an annual physical inventory of all items at a minimum of once every two years. CGCC's Purchasing department is responsible to maintain the equipment inventory records on the Asset Management Software.

Policy #: 705 **Title: Procurement**

Effective Date: 7/01/06

Amended Date:

Policy Description: All procurement transactions of the Columbia-Greene Community College Workforce Investment Office (C-CGCC WIO) shall be conducted in a manner which provides, to the maximum extent possible, for open and free competition. Policies and procedures governing procurement shall ensure that goods and services are obtained in an effective and efficient manner, consistent with the provisions of applicable federal, state and local laws, rules, and regulations.

Reference Documents:

Procedures:

Code of Conduct

This code of conduct is intended to set forth certain standards governing the performance of members of the C-CGCC WIO and officers, employees, or authorized agents of the C-CGCC WIO engaged in the award and administration of contracts supported by federal funds. These standards are designed to protect these individuals from accusations and/or implications of official misconduct, unethical behavior and conflict of interest, either real or perceived. Except as otherwise permitted or provided by federal, state, or local laws, rules and regulations, the following provisions shall apply:

- Members of the C-CGCC WIO and officers, employees, or authorized agents of the C-CGCC WIO engaged in the award and administration of contracts supported by federal funds, may not vote on any matter that would provide direct financial benefit to the member or the member's immediate family, nor on matters of the provision of services by the member or the entity the member represents.
    - Immediate Family: Any person related within the first degree of affinity (marriage) or consanguinity (blood) to the person involved.

- No member of the C-CGCC WIO and officers, employees, or authorized agents of the C-CGCC WIO engaged in the award and administration of contracts supported by federal funds, may participate in a decision in which the person has a direct or indirect interest, particularly a financial interest, which is in substantial conflict with the discharge of the duties of the Office.
    - Substantial interest: A person owns 10% or more of the voting stock, owns 10% or more or owns $5,000 or more, of the fair market value of a business, or funds received by the person from the business exceed 10% of the person's gross income for the previous year; or if the WIO member is related to a person in the first degree of affinity or consanguinity who has a substantial interest as defined previously.

Prior to a discussion, vote, or decision on any matter before the WIO, if a member, or a person in the immediate family of such member, has a substantial interest in or relationship to a business entity, organization or property that would be peculiarly affected by any official WIO action, that member shall disclose the nature and extent of the interest or relationship and shall abstain from voting on or in any other way participating in the decision on the matter. All such abstentions shall be recorded in the minutes of the WIO meeting.

<u>Procurement Authority/Delegation of Responsibility</u>
The responsibility for all procurement transactions (e.g. technical requirements, requests for proposals, solicitations, negotiations, contracts, etc.) has been delegated to the C-CGCC WIO Director. He/She is authorized to sign on all contract transactions, unless otherwise required by federal or state authority.

<u>Maintenance of Bidders List</u>
A "bidders list," containing the names and addresses of potential service providers who have made a written request to be placed on such a list, shall be maintained.

Solicitation invitations and Request for Proposal packages shall be sent to all potential service providers on the bidders list, as appropriate, according to the type of goods and services being sought.

Service providers located in the Workforce Investment area of Columbia and Greene counties will be given priority as appropriate.

Additionally, efforts will be made to utilize small business and women and minority-owned business sources of goods and services.

<u>Methods of Procurement</u>
The C-CGCC WIO follows C-CGCC procedures or state guidelines; purchases are made from the State Contract whenever possible. Procurement shall be made by one of the following methods as described below:

<u>Competitive Negotiation.</u>
Proposal (RFP) packages shall be sent to potential service providers contained on the established bidders list, as appropriate according to the type of goods and services to be procured. Notice of solicitation of RFPs may also be published in local newspapers and posted on the C-CGCC WIO website (columbiagreeneworks.org).

RFPs shall contain a clear and adequate description of the goods and services to be procured;
technical requirements, outcomes, and specifications which bidders must fulfill; and factors to be used in evaluating bids or proposals.

All proposals received in response to the solicitation shall be reviewed by the WIO Director, other staff as assigned, and/or members of the Workforce Investment Board, depending on the type of goods and services being sought. Copies of the proposals shall be distributed to all required parties.

For those goods and services that do not require the concurrence of the WIB, the WIO Director will make the final decision. For those goods and services that require the concurrence of the WIB, the appropriate committee reviewing the submissions will make their recommendations in the form of a resolution for action by the full Board.

All selected bidders will be required to participate in negotiations with the C-CGCC WIO Director and/or appropriate WIB Committee members. The award of any contract or agreement shall be contingent upon the satisfactory completion of negotiations and the continued availability of funding.

Unsuccessful bidders shall be notified in writing within thirty (30) days of the final decision.

Non-Competitive Negotiations (Sole Source).
Non-competitive negotiation may be used when the awarding of a contract through the RFP process is not feasible. Circumstances include:
- Goods and services to be procured are available only from a single source;
- Urgency for the goods and services will not permit an extended time frame necessary to the RFP process;
- After solicitation of bids through the RFP process, competition is determined to be inadequate.

Purchases.
Small purchases relates to the procurement of services, supplies, or equipment (which are exempt from other procurement requirements).
Out-of-Pocket: With prior permission of the Director, staff will be reimbursed for out-of-pocket expenses incurred for purchasing supplies of $100.00 or less.
- Less than $5,000: Procurement procedure is informal. Selection criteria include price, quality, quantity, service/repair, and delivery time.
- Purchase will be authorized by the Director, but criteria may be determined and documented by C-GCC WIO staff, under the direction of the Director.
- More than $5,000: At least three quotes should be obtained if possible. Items which are available as a result of state or local government bidding procedures can be purchased without the three quotes.

Unadvertised and noncompetitive negotiations may be used to award a contract for personal or professional services when it can be determined to be necessary and in the best interest of the C-CGCC WIO.

We procure items available as a result of state bidding procedures whenever possible. When items are not available through state bidding procedures, we follow College procedures or state guidelines, whichever has the lower minimum bidding amount.

Contract Administration
All contractors shall be required to submit performance reports and invoices in accordance with the schedule outlined in the contract. Invoices shall be reviewed and authorized by the Director. For contracts that provide services to customers, performance reports will be reviewed by Board staff and appropriate Board committees for contracts that provide services to customers.

Complaints/Protests
Complaints and/or protests regarding contractor selection shall be limited to violations of federal, state, or local laws.

Record Keeping

Records of sufficient detail, including formal procurement transactions, shall be maintained. Records shall include mailing lists, responses, requests for proposals, contracts, communications including rejection notices, and any other pertinent information. All records will be maintained for a period of three years following final payment and closures of all pending matters.

Review of Policy

The C-CGCC WIO Procurement Policy shall be reviewed and updated annually.

Policy #: 706 **Title: Initial Eligibility Review Process for Training Providers**

Effective Date: 1/15/07

Amended Date:

Policy Description: Section 122 of WIA and its associated regulations require that local WIBs accept applications from training providers that physically reside in their service area. It is the WIB's responsibility to determine the initial eligibility of the provider and their offerings and submit the local list to the State agency. Training provider offerings should align with local labor market demands and emerging/targeted occupations. It will be the responsibility of Career Center staff to assist the WIB with the review process.

Reference Documents: TA 06-7

Procedures:
Training entities in the area can apply for initial eligibility status through the New York State Workforce Eligible Training Provider List, which is available through the columbiagreeneworks.org website. Our website will also provide the Columbia-Greene In-demand occupations list.

<u>Automatic eligibility</u>: Postsecondary and educational institutions carrying out programs under the Higher Education Act of 1965 and entities carrying out Apprenticeship programs under the National Apprenticeship Act are automatically granted initially eligibility upon receipt of a completed application.

<u>Approval Process for Institutions not Covered by the Higher Education Act of 1965:</u>

- Potential providers must submit their initial application through the New York State Workforce Eligible Training Provider List. The applications will be reviewed to determine if they meet basic eligibility requirements for approval, based on the following criteria:
    - The provider is in compliance with State laws and has the license, certification, registration or approval from the appropriate State and/or Federal oversight agency to provide the training. This will be done using the websites for the State Education Department (SED) Bureau of Proprietary School Supervision Division (BPSS). This link is included as a tool for local areas to verify the approval status of a provider by NYSED BPSS.
    - The training is available to the general public and fits the criteria necessary to receive an ITA.
    - The course offerings are in line with the training needs of the local area based upon demand and targeted occupations
- Based on this review, Career Center staff will make one of the following determinations within 30 days of the submission:

    1. N/A – Offering will be submitted to the State for inclusion on the State list but is determined to be not applicable to local WIA ITA funding.
    2. Pending – the provider meets basic eligibility requirements and will be asked to submit additional information prior to approval.

- Pending applicants will be asked to submit a follow-up application that will provide the following performance information:
    - Average number of students enrolled per year.
    - Average number of graduates per year
    - Description of Credentials or Licenses awarded
    - Average number of credentials awarded per year
    - Average Job Placement Rate
    - Average starting salary for graduates
- The follow-up application will be brought to the next available WIB Skill Standards Committee Meeting for review. Approval will be based on:
    - The comparison of the success rate of the provider's students to the local WIA Adult and Dislocated worker performance measures. Approval will only be granted to providers whose performance is within 80% of Columbia-Greene's mandated performance levels.
    - An evaluation of the experience and reputation of the provider and their schedule of offerings.
- The recommendation of the Skill Standards Committee will be brought to the full WIB for approval. Their recommendation can Career Center staff will be responsible for

    1. Approve – Offering has met all local requirements and may be added to the State list and is eligible for WIA ITA funds

    2. Deny – Offering has not met all local requirements and will not be added to the State list.

Policy #: 706.1 Title: Subsequent Eligibility Review Process for Training Providers-

For Initial Approval of "Outside" Providers and Local Renewals

Effective Date: 1/15/07

Amended Date:

Policy Description: As required by Section 122 of WIA and its associated regulations, the State established a procedure for Local Board use in determining the subsequent eligibility of a training provider to remain on the State ETP list after the period of initial eligibility. During the subsequent eligibility process, providers must submit, via the web-based application, performance and program cost information for offerings that have been on the state list for at least 18 months. The Local Board may retain provider offerings on the ETP list that they determine have met minimum levels of performance as established by their local area. It is the responsibility of Career Center staff to provide the appropriate WIB committee with the relevant information necessary for the committee to make its recommendation.

Reference Documents: TA 06-7
Columbia-Greene ETP - Subsequent Eligibility Evaluation Checklist
W:\WIB\Committees\z-old skill standards\Provider Subsequent Eligibility Checklist0906.doc

Procedures:
The WIB is responsible for recommending if a training provider and its offerings remain on the ETP list, or recommending that a state ETP be added to the local training provider list. Career Center staff must provide the WIB with a report that will enable them to consider the following items:

- Program-specific performance information and attainment submitted by the provider
- Program-specific cost information
- Compliance with the license, certification, registration or approval required by the appropriate State and/or Federal oversight agency to provide the training
- Career Center experience and customer satisfaction with provider
- Training needs of the local area

In addition, Career Center staff must provide the WIB with performance information on local WIA funded students:

- Number of WIA students enrolled during the last full program year.
- Number of WIA graduates during the last full program year.
- Job Placement Rate for WIA graduates during the last full program year.

The Skill Standards Committee will use the Columbia-Greene ETP - Subsequent Eligibility Evaluation Checklist form to document its findings. The Career Center staff will assist the committee in the completion of this form so that one of the following four designations can be recommended to the full WIB at the completion of the review:

3. Approve – Offering has met all local requirements and may be added to, or retained on, the State list and is eligible for WIA ITA funds
4. Deny – Offering has not met all local requirements and will not be added to, or will be deleted from, the State list
5. Pending – LWIB has requested and is awaiting additional information on the provider or its offering

6. N/A – Offering will be submitted to the State for inclusion on the State list but is determined to be not applicable to WIA funding

In accordance with NYS's Two Years of the Strategic Five Year State Plan for Title 1 of the Workforce Investment Act and Wagner-Peyser Act, the recommendation to deny the eligibility of an offering may originate from either the LWIB or NYSDOL. Training providers must be notified in writing of a decision to deny eligibility status to an offering. Eligibility may be denied/terminated for the following reasons:

- The training provider does not have appropriate State and/or Federal approval to operate.
- The application is not complete or is not submitted in a timely manner.
- The offering does not meet the definition of WIA training services.
- Required performance data is not included with the application or the performance data does not meet established performance levels.
- The training provider is delinquent in delivery of reports, payment of debt, or otherwise out of compliance with the Act, regulations, or any agreement executed under WIA.
- The training provider is not current in the payment of unemployment insurance contributions or reimbursements, or is in violation of State Labor Law, or any other requirement for training program under the Act is not met.
- The training provider intentionally supplied inaccurate information.
- The training provider substantially violated any requirement under the Act.
- Failure to demonstrate the business capacity or integrity to successfully deliver training.

When the WIB makes the determination of subsequent eligibility regarding the offering, Career Center staff will complete the data entry on the New York State Workforce Eligible Training Provider List and the training provider will be notified of the status via email. The ETP website will update the status of the offering to note that it has met the subsequent eligibility criteria established by the Local Board.

Policy #: 707 **Title: Records Management – Destruction of Files**

Effective Date: 7/01/06

Amended Date: 3/11/2011

Policy Description: Enrolled Customer files and administrative records must be kept secure for a period of seven years. Non-WIA customers, who were never enrolled in a program must be kept for three years.

Reference Documents: OMB Circular A-110

Procedures: As records are moved to storage, their destruction date must be noted on the box in which they are being stored. The destruction date is based on the last day of the federal program in which the customer last had contact, or received a service. The month, day, and year for destruction must be noted on each box sent to storage, utilizing the chart below. In the event litigation or audit is begun, or in the event a claim is instituted involving the grant or an agreement covered by the records, all related records will be removed from storage, and be retained in the Business Office until the litigation, audit or claim is finally resolved?

Program Year	Start Date	End Date	Not Enrolled Customers Destruction Date (3 years)	Financial Records, Administrative Records and Enrolled Customers Destruction Date (7 years)
PY 02	7/1/02	6/30/03	6/30/06	6/30/10
PY 03	7/1/03	6/30/04	6/30/07	6/30/11
PY 04	7/1/04	6/30/05	6/30/08	6/30/12
PY 05	7/1/05	6/30/06	6/30/09	6/30/13
PY 06	7/1/06	6/30/07	6/30/10	6/30/14
PY 07	7/1/07	6/30/08	6/30/11	6/30/15
PY 08	7/1/08	6/30/09	6/30/12	6/30/16
PY 09	7/1/09	6/30/10	6/30/13	6/30/17
PY 10	7/1/10	6/30/11	6/30/14	6/30/18
PY 11	7/1/11	6/30/12	6/30/15	6/30/19
PY 12	7/1/12	6/30/13	6/30/16	6/30/20
PY 13	7/1/13	6/30/14	6/30/17	6/30/21
PY 14	7/1/14	6/30/15	6/30/18	6/30/22
PY 15	7/1/15	6/30/16	6/30/19	6/30/23
PY 16	7/1/16	6/30/17	6/30/20	6/30/24
PY 17	7/1/17	6/30/18	6/30/21	6/30/25
PY 18	7/1/18	6/30/19	6/30/22	6/30/26
PY 19	7/1/19	6/30/20	6/30/23	6/30/27
PY 20	7/1/20	6/30/21	6/30/24	6/30/28

Policy #: 708 **Title: Disability Program Navigator (DPN) & Career Center Staff**

Effective Date: 7/01/06

Amended Date:

Policy Description: The Disability Program Navigator (DPN) in the Career Center is able to assist not only the customer with the disability, but the Career Center Staff. The DPN facilitates access to programs and services that support the efforts of individuals with disabilities seeking employment. In addition, the DPN serves as a resource and facilitator to the Workforce Investment Community on various disability issues and resources.

Reference Documents: Position description for the Disability Program Navigator
Disability Program Navigator Initiative Fact Sheet (2006)
Social Security On-line – Program Development & Research

Procedures: In addition to the customer, the Disability Program Navigator (DPN) serves as a resource for Career Center staff on disability issues and policies impacting persons with disabilities who are seeking employment, skill development, job retention assistance, or career advancement through the Career Center. Often the DPN is a facilitator and a resource for the Career Center staff regarding disability issues and availability of programs for the disabled customer. The DPN will assist with guiding Career Center staff in helping people with disabilities navigate and access the complex provisions of various programs that impact their ability to gain/retain employment.

<u>Core Functions of the Disability Program Navigator may be:</u>

- Develop linkages and collaborate on an ongoing basis with employers to facilitate job placements for persons with disabilities, but to not duplicate business/employer services.
- Develop partnerships to achieve integrated services, systemic change, and expand the capacity to serve customers with disabilities and to assist with providing universal access.
- Conduct outreach to agencies/organizations/school districts that serve people with disabilities and to develop linkages.
- Serve as a resource on various resources and employment-related demonstration projects. In addition to serving as resource on the Federal, State, local and private programs that impact the ability of persons with disabilities to enter and remain in the workforce.
- Trains Career Center staff and other staff on activities, services and resources available in the community, Career Center system, SSA employment support programs and demonstration projects and other programs.
- Serves as a Career Center resource on Social Security work incentives and other employment support programs, including the Ticket to Work Program and the provision of services through Benefits Planning, Assistance and Outreach organizations (BPAOs), the Protection and Advocacy systems (P&As), SSA's employment-related demonstration projects, and State Vocational Rehabilitation (VR) Agencies;
- Develops linkages and collaborates on an ongoing basis with employers and employer organizations, such as the Chamber of Commerce and the Business Leadership Network, to promote the hiring of people with disabilities and to facilitate their job placement;
- Trains or makes training available to Career Center staff on disability etiquette; facility, communication and program accessibility requirements; Americans with Disability Act (ADA), assessment tools and their applicability; SSA employment support programs; employer federal and state tax incentives, and other relevant information that may be applicable;

- Conducts outreach to, and coordination with, community service providers working with people with disabilities, local Independent Living Centers and public and private mental health and developmental disability organizations. In addition to fostering linkages between these organizations and programs operating through Career Centers, including Social Security employment support programs;
- Serves as a Career Center resource on pertinent workforce development issues and policies for jobseekers with disabilities who seek employment, skill development, job retention assistance, or career advancement through the Career Center system
- Provides an ongoing assessment of Career Center facilities, services, programs and equipment to ensure these are accessible to people with disabilities, including ensuring that informational materials are available in alternate formats; and if not the DPN will work with designated Equal Employment Opportunity officer(s), the local Workforce Investment Board and the Career Center operator to ensure that Career Center facilities, services, programs and equipment are accessible to people with disabilities, including ensuring the availability of publications and materials in alternate formats;
- Facilitates the collection of participant data that may be required to effectively evaluate the Navigator initiative.

To inquire or request training or other functions for the Career Center, the specific Career Center Staff can ask.

Policy #: 709 **Title: Security Management**

Effective Date: 11/6/07

Amended Date: 12/21/07
3/31/09

Policy Description: All threats to the lives or property of staff and/or customers must be taken seriously and should be handled as if the person making the threat plans to follow through with his or her announced intentions. The only goal in any threatening situation is to protect the lives of all involved.

Reference Documents: College Catalog and Student Handbook
College Form 0902 – Incident Report to the Dean of Students

Procedures: There are two different levels of threats that can be received. One is perceived as general and/or non-specific. The other is considered an imminent threat that could lead to immediate harm.

For vague threats, the staff member involved should use their best judgment to attempt to defuse the situation. Most of these situations will arise when the customer does not feel they are being treated fairly or does not feel they are receiving a service for which they believe they are entitled. The best course of action is to attempt to get the customer to understand why they are being treated they way they are, or why they are not eligible for the service(s) in question. If at any time a customer raises their voice or starts using profanity at a level that makes the staff member uncomfortable then the staff member can request that the Center Director join the conversation. If the Career Center Director is not available, then the staff member can call any other available employee to join the conversation.

If, at any time, an employee feels uncomfortable about the behavior of a customer, they may request that a campus security officer be dispatched to the Career Center offices as a precaution.

If, after all these steps are taken, the individual is still making comments that can be taken as a potential threat against people or property then the individual should be politely asked to leave the college campus. If the individual complies with the request then the “Columbia-Greene Community College Incident Report to the Dean of Students” form should be completed and submitted. If the individual does not comply, and campus security has not yet been called to the scene, then they should be notified immediately. It will then be the college administration’s responsibility to determine what further action should be taken.

An imminent threat is defined as a situation where the customer either brandishes anything that could be considered a weapon, or actually becomes violent towards any person or property. If this situation occurs all staff members and customers should immediately attempt to remove themselves from the situation. The following steps should be taken:

1. Staff members, and any customers in their vicinity, should move to the closest office with a door that can lock. Because of the interior windows, people in the Resource Room should attempt to move into the DOL office suite (Room 708). Customers and staff in the reception area should attempt to move to the closest private office in the 709 suite (709K and 709J), unless it would be safer and possible to escape out of the Career Center entirely. Staff members assigned to the offices 709K and 709J should make reasonable attempts to allow staff and bystanders in the reception area access to their office before they lock their door.
2. Every staff member that is out of immediate danger should first call 911. Once that call is completed they should then call the switchboard “0”.

3. Staff members secured in offices with windows may attempt to break those windows for access out of the building, if they believe that is their safest course of action.
4. Room 709K will remain unlocked whenever the Career Center is open for emergency access by people in the reception area.
5. The walkie-talkie will be kept in the Common Work area/kitchen. It will be the responsibility of whoever may have possession of the walkie-talkie when an incident occurs to contact security on the radio, once the 911 call has been made.

A security drill will be conducted on an annual basis.

FOR OTHER EMERGENCIES THE COLLEGE POLICY SHOULD BE FOLLOWED:

At building entrances, there are “call boxes” containing walkie-talkies that connect directly to security.
1. Main entrance by the Switchboard.
2. North entrance by the Library.
3. South entrance by the Gym.
4. Upper parking lot – PAC building.

For a Medical Emergency (a person experiencing heart attacks symptoms, disorientation, etc.) Defibrillator machines are located at the:
1. Switchboard, (main building)
2. PAC Building (one upstairs and one downstairs),
3. Art Building,
4. Technology Building,
5. Student Suite – (room 302 – Main building – Athletic Department).

- Up to 5 p.m. - call or send someone to the Switchboard to call security and inform them where person is located.
- After 5 p.m. send someone to the Library or ASC. They have walkie-talkies to contact Security. A call for police or medical help should be made from there and advise them where the person is located.
- Use the “call boxes” when action needs to be put in place quickly.

Following any incident written Incident Reports need to be completed and given to the Vice President and Dean of Students & Enrollment Management.

Policy #: 709.1 Title: Community Members & Students Banned from Campus

Effective Date: 3/16/10
Amended Date:

Policy Description: The College has procedures to ban or restrict access to community members and students who have been determined to possibly pose a threat to other students or community members. These determinations are made based on behavior on campus and/or court/criminal records.

Reference Documents: CGCC College Catalog
CGCC Student Handbook
CGCC Policy Manual
Masters\CUSTOMER FORMS\intake forms all programs\CUST NOTIF Restricted Services0310

Procedures: Periodically, the Dean of Students sends to the WIO Director a list of names of people who are banned from the college campus. The Director will check OSOS to determine if the individual is registered in OSOS. If the individual is registered, then the follow comment is entered by the Director into their OSOS record: NACGCC.

If an individual designated by the WIO Director as NACGCC appears at the Career Center, the staff member must notify the Director. The Director will notify the Dean of Students. The Dean of Students will determine what course of action should be taken.

It is also the college's policy to prohibit people who have been classified as Level 3 Sex Offenders. This policy has been established because the college serves many constituents who are under the age of 18, specifically the Day Care Center and "early admit" high school students. If an individual who has been classified as a Level 3 Sex Offender becomes a customer of the Career Center, the following restrictions will apply:

- The individual must park in the East Campus Drive parking lot.
- The individual is only allowed on the top floor of the Professional Academic Center.
- The individual will be supervised while visiting the Center to make sure they do not go to any other part of the campus.
- The individual will be supervised while they leave the campus.
- The individual must contact the Career Center any time they intend to come to the Center without a previously scheduled appointment. They must provide an estimated time of arrival.
- If the individual is ever found on another part of the CGCC campus they will then be banned from the Career Center.

These restrictions will be provided in writing to the individual. It will include the name of two staff members that the customer can contact whenever they intend to come to the Career Center.

Policy #: 710 **Title: Forms Management**

Effective Date: 1/01/08

Amended Date:

Policy Description: All customer forms that are currently in use will be listed here. Obsolete forms will also be listed here for no less than six months.

Reference Documents:

Procedures:

Policy #: 711 **Title: DSS Customer Flow Chart & Service Plan**

Effective Date: 1/01/09

Amended Date:

Policy Description: Communication with DSS regarding their customer referrals will be handled on a weekly basis. The majority of customers will be referred to Metrix learning services.

Reference Documents:

Procedures:

1. DSS Calls Workforce NY to schedule an Initial Assessment appointment, which will be scheduled for a Thursday afternoon. DSS should call 828-4181 ext 5510 and ask to speak to Deb or Becky.

2. Customer will attend the initial Assessment appointment. This will result in the completion of CGCC DSS Individual Employment Plan (IEP), sections A-E, which will schedule the customer to attend at least one and no more than four workshops. The completed IEP will also schedule the customer for another individual appointment to discuss the results of the workshops and to develop a continued plan of service. The IEP, sections A-E will be faxed to DSS and a copy will be provided to the customer.

3. The customer will attend or not attend their next scheduled workshop. The IEP will be updated, noting if the customer attended or not. The updated form will be faxed to DSS. This process will continue until all scheduled workshops have been attended. **Note:** If a customer does not attend a scheduled workshop it will be up to DSS to contact the customer. The customer can be rescheduled for the workshop. Either a DSS staff person can call and reschedule the customer, or if desired, they can require the customer to call Workforce New York to reschedule. The customer should be told to ask for Maureen or Deb.

4. The customer will attend their "Complete Individual Employment Plan" meeting (If they do not show up, the process under #3 will be followed). The results of this meeting will fall under at least one of the following categories:

   - Metrix Learning – The customer will have a developed learning plan for an appropriate occupation. The learning plan will include course work that adds up to at least 60 hours of instruction. The customer will be informed that they must spend at least six hours per week working on the material. The customer will be required to attend a weekly three hour class at the Career Center to work on their Metrix Learning Plan. The customer can choose to work on the rest of their course work at any location that has a computer with internet access, including the Career Center. Their attendance will be kept and faxed weekly to DSS

   - Typing Tutor – The customer will be required to attend a weekly three hour class at the Career Center to work on developing their typing skills through the Typing Tutor. Once they feel comfortable with the keyboard they will be set up with a Metrix Learning plan. Their attendance will be kept and faxed weekly to DSS

- Employee Enhancement Program – The customer will attend this series of four workshops that meets for three hours for four consecutive Thursday mornings. Their attendance will be kept and faxed weekly to DSS
- Computer Literacy – The customer will attend 60 hours of instruction over 6 weeks learning Microsoft Office. Must know how to type first. Their attendance will be kept and faxed weekly to DSS.
- Classroom Training – If approved by DSS, the customer can be referred to a WIA funded Occupational Training Program. The school the customer attends will be responsible for maintaining attendance records.
- Continued Job Search Assistance – The customer will use the resource room and attend job search workshops (i.e. interviewing and resume). Their attendance will be kept and faxed weekly to DSS. Note: If DSS has OJT funding available, we can also work with the customer to arrange a job placement for the customer using DSS funds.

The Complete IEP, outlining the additional scheduled services will be faxed to DSS.

Policy #: 712 **Title: TAA General Program Information**

Effective Date: 4/17/09

Amended Date: 11/18/11

Policy Description: Provisions of the TAA program that was updated due to the American Recovery and Reinvestment Act, which expired at the end of 2010 have been reinstated. The complete policy can be found at TEGL 10-11, listed under the Reference Document below. It should be the first source used to determine current rules regarding TAA benefits.

Reference Documents: USDOL Memos
http://wdr.doleta.gov/directives/attach/TEGL/TEGL10-11acc.pdf

The Trade Adjustment Assistance (TAA) and Alternative Trade Adjustment Assistance (ATAA) programs were established to help trade-affected workers who lose their jobs as a result of increased imports or shifts in production out of the United States. The primary focus of the TAA program is on training.

Trade Adjustment Assistance (TAA):

TAA benefits include:

- Rapid Response
- Re-employment Services including:
    - Counseling
    - Resume Writing and Interview Skills Workshops
    - Career Assessment
    - Job Development
    - Job Search Programs
    - Job Referrals
- Training
- TRA Income support for those who meet the Trade Readjustment Assistance (TRA) eligibility requirements
- Job Search Allowances
- Relocation Allowances
- Health Care Tax Credit

Rapid Response & Re-Employment Services:

One-Stop Center staff are familiar with Rapid Response and Re-Employment Services.

Training:

To be determined entitled to TAA, workers must have worked for the trade-impacted employer a minimum of 26 weeks earning more than $30 per week within the 52 week period prior to separation.

Once determined entitled to TAA, trade-impacted workers can take advantage of their one-time training opportunity per certified petition at any time. There is no time limit. There are six criteria for TAA training approval including:

- There is no suitable employment
- The worker would benefit from the training
- There is a reasonable expectation of employment as a result of training
- Training is reasonably available from either a governmental agency or private source and emphasis must be given to secure training within the commuting area
- Worker is qualified to undertake and complete training
- Training is suitable and available at a reasonable cost

New York State's current training cap is $15,000 for programs up to 130 weeks in duration and $8,250 for programs up to 52 weeks in duration. Occupational training must be complete within 104 instructional weeks. Combined Remedial and Occupational training programs must be complete within 130 instructional weeks.

<u>Trade Readjustment Assistance (TRA)</u>:

TRA provides income support to trade-impacted workers participating in full-time training or on a Waiver from Training.

- Basic TRA: 26 weeks of Basic TRA benefits are payable to trade-impacted workers after they exhaust their regular UI benefits as long as the worker is enrolled or participating in TAA training, has remaining Basic TRA benefits available after completing TAA training, or has obtained a waiver of such training requirement.
- Additional TRA: Up to 52 weeks of Additional TRA benefits are payable only if the worker is participating in TAA approved training. Additional TRA benefits stop when the TAA training program is complete.
- Remedial TRA: Certified workers who must undergo remedial education as a part of his/her training plan may be eligible for up to 26 weeks of Remedial TRA for any weeks the individual must undergo remedial education. The worker is eligible for one week of these 26 weeks for each week that the worker's participation in remedial education extends their training program.

Important Deadlines for TRA Eligibility:

Trade-impacted workers must be enrolled in TAA approved training or on a waiver from training within 8 weeks of certification or 16 weeks of the most recent qualifying separation, whichever is the later.

In order to qualify for Additional TRA, an individual must have submitted a bona fide application for training within 210 days of their layoff or of the certification, whichever is later. The bona fide application for training date is the "day training plan started" which can be found in the Employment Plan, Training Section J.

<u>Waivers from Training</u>:

Under certain circumstances, eligible workers may be waived from participating in training and still receive Basic TRA. One of the following conditions must exist for training to be determined not feasible or appropriate and thus, waived:

- Worker will be recalled reasonably soon
- The worker has marketable skills for suitable employment and a reasonable expectation of employment in the foreseeable future
- The worker is within two years of eligibility for a pension or social security
- The worker is unable to participate in or complete training due to the health of the worker
- Immediate enrollment is not available; or
- No training program is available.

Waivers from training must be reviewed every 30 days. Additional TRA is not payable during waiver status (the worker must be attending TAA approved training to receive Additional TRA benefits).

Job Search Allowance:

Job Search allowances can be paid to individuals to attend verifiable job interviews within the United States. Trade-impacted workers are reimbursed at 90% of the cost of necessary job search expenses, not to exceed $1,250. The affected worker may request multiple allowances; however, the total benefit may not exceed the maximum reimbursement amount of $1,250.

Eligibility criteria require the applicant to:

- Be totally separated from the certified employer at the time of the job search
- Be registered with and seeking employment through the One-Stop system
- Have no reasonable expectation of securing suitable employment within the normal commuting distance, which is, as a general rule, travel by one hour by private transportation or one and one-half hours by public transportation
- Verify the travel is for an available job for which an interview is scheduled
- Complete the job search within a reasonable period established at the time of request – not to exceed 30 days.

Application must be made before the 365th day of petition certification or the worker's last total separation from the certified employer (whichever is the later date) or the 182nd day after the trade-impacted worker completed his or her TAA approved training.

Relocation Allowance:

Relocation allowance applications can be paid to trade-impacted workers who secure new employment within the United States. Trade-impacted workers are reimbursed at 90% of reasonable and necessary expenses for the worker, workers family and household effects plus a lump sum equivalent to 3 times the worker's average weekly wage, up to a maximum of $1,250.

Eligibility criteria require the applicant to:

- Be totally separated from the adversely affected employment at the time of the job search
- Have no reasonable expectation of securing suitable employment within a reasonable commuting distance; as a general rule, travel by one hour by private transportation or one and one-half hours by public transportation is considered reasonable
- Have not already received a relocation allowance under the same certification
- Relocate outside the normal commuting distance, but within the United States
- Have obtained suitable employment of a long-term duration or have a bona fide offer of suitable employment.
- Provide written verification of suitable employment obtained from the new employer

Application for relocation allowance must be made before the later of the 425th day after the date of the certification or the 425th day after the date of the worker’s last total separation; or the date that is the 182nd day after the date on which the worker concluded TAA approved training.

Health Care Tax Credit (HCTC):

Workers who are eligible to receive income support under the TAA program may be eligible to receive tax credits for 65% of the monthly health insurance premium they pay. Qualifying insurance coverage includes COBRA, state COBRA, continuing individual coverage, or other state-qualified plans. Detailed information on HCTC and a list of state-qualified health plans can be found on the IRS website.

Alternate Trade Adjustment Assistance (ATAA):

ATAA allows older TAA eligible workers to receive a wage subsidy to help bridge the salary gap between their old and new employment. The wage subsidy is up to half the difference between the worker’s old and new wage. The total of all payments may not exceed $10,000 during the two-year eligibility period.

Eligibility criteria require the applicant to be:

- At least 50 years of age
- Secure new, full-time employment within the first 26 weeks of separation from their trade-impacted employer
- Earn less than $50,000 per year in the new employment

Trade-impacted workers who elect to participate in the ATAA program cannot receive training, TRA or Job Search benefits or services. However, they may receive relocation allowances and the Health Care Tax Credit (HCTC).

SUMMARY OF MAJOR CHANGES TO TAA PROGRAM INCLUDED IN THE STIMULUS BILL

President Obama signed the American Recovery and Reinvestment Act (ARRA) of 2009 on February 17, 2009. The Trade and Globalization Adjustment Assistance Act of 2009 was part of the ARRA, making significant changes to the TAA program.

TAA petitions filed and certified **after May 18, 2009** will be covered under the new TAA program changes.

EXPANDED ELIGIBILITY

- Service sector employees and workers providing services to firms impacted by trade are now eligible for TAA benefits
- Eligibility has been expanded to include Public Sector workers
- Secondary workers are now covered even if the upstream firm is not in the United States
- Workers whose jobs are shifted to countries outside those with whom the United States has free trade agreements, such as India and China, are now covered under TAA – Includes ANY foreign nation

INCREASED TRAINING OPTIONS

- The ARRA provisions authorize an annual funding level of $575 million for TAA programs through the end of 2010 -- a 160% increase over the previous cap of $220 million.
- Training options are more flexible as they now include prerequisite training, pre-layoff training, and part-time training. The reauthorization allows workers to participate in training and classes at accredited higher education institutes and prohibits limiting training to training facility and courses on the ETPL. Enhances participation in OJT training programs by easing payment rules, but requires state-approved benchmark-based curriculum. Allows use of public and private funding such as student loans, etc.
- The new TAA provisions ease the training enrollment deadlines. Previously, workers had eight weeks after the petition certification date or 16 weeks after work separation to become enrolled in TAA approved training or to be issued a waiver from training. The new regulations give workers 26 weeks to enroll in training after layoff or petition certification. Appeal action now preserves deadlines and Active Duty status preserves rights.
- The new TAA provisions have eliminated the 210-day deadline for submitting a bona fide training application.

NEW BENEFITS

- TAA eligible workers or retirees who have lost their employer-provided health care and are enrolled in pension plans taken over by the Pension Benefit Guaranty Corporation will be eligible for an improved Health Coverage Tax Credit (HCTC) program. The premium subsidy is increased from 65% to 80%, workers will be provided retroactive payments to cover costs of obtaining coverage, and coverage is expanded to spouses and dependents.
- TRA benefits are now payable as of the petition certification date instead of 60 days thereafter.

- Allows participants to choose between UI and TRA when their UI benefit year expires, providing relief from lower benefits due to part-time or short-term training.
- Adds an additional 26 weeks of Additional TRA for participants who are in TAA approved training. Participants in training can now receive up to 78 weeks of Additional TRA payable in 92 calendar weeks as opposed to 52 weeks of Additional TRA payable in a 52 calendar weeks.
- Job Search and Relocation Allowances were raised to $1,500 with 100% reimbursement.
- More workers will be automatically enrolled in TAA if their jobs are affected by unfair trade practices and import surges.
- The ARRA provisions revive the TAA for Communities program, which authorizes $230 million for trade-affected communities to assist in strategic planning grants (up to $5 million), sector partnership grants (up to $3 million over a 3 year period), and community college and career training grants (up to $1 million).
- ATAA, now known as Reemployment TAA, allows participants to attend part-time training while working part-time. The legislation also increases the qualifying wage maximum to $55,000 and increases the benefit amount to $12,000.
- Allocates $350,000 for administrative/case management. States opting to receive these funds must use 1/3 of the funds for case management.

Below is a side-by-side comparison developed by USDOL E&T . . .

Old TAA Program (Available to Workers Covered by Petitions with Numbers Below 70,000)	**New TAA Program (Available to Workers Covered by Petitions with Numbers Above 70,000)**
Trade Readjustment Allowances (TRA): • Up to 104 weeks of cash payments for workers enrolled in full-time training • Up to 130 weeks of cash payments if the worker was also enrolled in remedial training	Trade Readjustment Allowances (TRA): • Up to 130 weeks of cash payments for workers enrolled in full-time training • Up to 156 weeks of cash payments if the worker was also enrolled in remedial training
Training Enrollment Deadlines: Workers must be enrolled in training 8 weeks after certification or 16 weeks after layoff, whichever is later, in order to receive TRA.	Training Enrollment Deadlines: Workers must be enrolled in training 26 weeks after certification or layoff, whichever is later, in order to receive TRA.
Job Search Allowances: 90% of allowable costs, up to $1,250	Job Search Allowances: 100% of allowable costs, up to $1,500
Relocation Allowances: • 90% of costs, up to the statutory limit for Federal Employees • Provides an additional lump sum payment of up to $1,250	Relocation Allowances: • 100% of costs, up to the statutory limit for Federal Employees • Provides an additional lump sum payment of up to $1,500

<table>
<tr><td>Training Services:
Training may only be approved on a full-time basis
Certified workers may not begin approved training until they have been totally or partially separated from adversely affected employment</td><td>Training Services
Training may be approved on a full-time or part-time basis, although full-time training is required for TRA eligibility.
Certified workers may begin approved training when threatened with separation from adversely affected employment</td></tr>
<tr><td>Health Coverage Tax Credit (HCTC):
Prior to May 2009, a tax credit covering up to 65% of an eligible participant’s monthly qualifying health insurance premium
Beginning May 2009, the tax credit will be raised for all participants to cover 80% of an eligible participant’s monthly qualifying health insurance premium</td><td>Health Coverage Tax Credit (HCTC):
A tax credit covering 80% of an eligible participant’s monthly qualifying health insurance premium</td></tr>
<tr><td>Alternative Trade Adjustment Assistance:
Available to workers 50 years of age or older
Requires a separate certification of group eligibility
Workers may not participate in TAA-approved training
Requires full-time employment within 26 weeks of separation
Available only for workers earning less than $50,000 per year in reemployment
Maximum benefit of $10,000 over a period of up to two years
Participants are eligible for the HCTC</td><td>Reemployment Trade Adjustment Assistance:
Available to workers 50 years of age or older
Does not require a separate certification of group eligibility
Workers may participate in TAA-approved training
Requires full-time employment, unless the worker is also enrolled in TAA-approved training and employed at least 20 hours per week, and does not set a deadline for reemployment
Available only for workers earning less than $55,000 per year in reemployment
Maximum benefit of $12,000 over a period of up to two years
Participants are eligible for the HCTC</td></tr>
</table>

Policy #: 713 **Title: Unemployment Insurance Benefit Timeline Chart**

Effective Date: 11/19/09

Amended Date:

Policy Description: Because of all the Emergency and Extended Benefits due to the Recession NYSDOL has provided a chart to help explain to customers how many weeks of different benefits they may be able to receive under **current** legislation

Reference Documents: See below

Regular & Additional Unemployment Benefits

SCENARIOS

In addition to the 26 weeks of regular unemployment insurance (UI) benefits (plus 1 unpaid waiting week), an additional 67 weeks of benefits are currently provided under the Emergency Unemployment Compensation (EUC) program and the Extended Benefits (EB) program. Each program has different deadlines and, as a result, not all claimants are eligible for the full 67 additional weeks of benefits. Please note that the breakdown provided below is based on timelines/deadlines stated in the current federal legislation, which may change in the future.

See breakdown of the maximum number of weeks a claimant could potentially receive based on the effective date of the Original Claim (OC)*, **AND** provided that:

- the claimant has been claiming full weeks of benefits since the beginning of the claim and
- there are no breaks in their claim

***OC effective May 1, 2006 - June 23, 2008**	**26 weeks of regular UI**
	20 weeks of EUC-Tier 1
	13 weeks of EUC-Tier 2
	20 weeks of EB
	14 weeks of EUC
	(13 weeks Tier 3 and 1 week Tier 2)
	93 weeks total
***OC effective June 30, 2008 - Sept. 8, 2008**	**26 weeks of regular UI**
	20 weeks of EUC-Tier 1
	13 weeks of EUC-Tier 2
	9-19 weeks of EB (payable up to 1/3/10)
	14 weeks of EUC
	(13 weeks Tier 3 and 1 week Tier 2)
	73 weeks plus 9 - 19 weeks of EB based on last payable week
***OC effective Sept. 15, 2008 - Nov. 3, 2008**	**26 weeks of regular UI**
	20 weeks of EUC-Tier 1

	13 weeks of EUC-Tier 2
	14 weeks of EUC
	<u>(13 weeks Tier 3 and 1 week Tier 2)</u>
	73 weeks total

***OC effective Nov. 10, 2008 – Feb. 2, 2009**	**26 weeks of regular UI**
	20 weeks of EUC - Tier 1
	<u>14 weeks of EUC - Tier 2</u>
	60 weeks total

***OC effective Feb. 9, 2009 – June 22, 2009**	**26 weeks of regular UI**
	<u>20 weeks of EUC - Tier 1</u>
	46 weeks total

***OC effective June 29, 2009 and later:**	**26 weeks of regular UI only**

*** An Original Claim's (OC) effective date is the Monday of the week in which the claim is filed.**

UI = Regular Unemployment Insurance Benefits

EUC = Emergency Unemployment Compensation

EB= Extended Benefits -

Policy #: 714 **Title: Guidelines for Dealing with Disruptive Customers**

Effective Date: 10/10/10

Amended Date:

Policy Description: Any behavior that disrupts the proper functioning of any Center operations will not be tolerated.

Reference Documents: Technical Advisory #10-17
Policy 709

Procedures: When dealing with a disruptive customer, the following actions are allowed:
- Attempting to quiet the individual
- Notifying the Center management
- Removing the offender from the premises
- Documenting the incident
- Suspending the offender from the use of the One-Stop system

It is important to carefully and thoroughly document all incidents of disruptive behavior by customers, and the actions taken by staff in order to support the administrative response to the incident. Staff should describe the event in writing, noting the specific behavior and conduct of the customer, the date and time of the incident, and action(s) taken by staff. If there are multiple witnesses to the occurrence, each witness should individually and independently record what he or she witnessed. Verbal warnings issued to customers should also be recorded.

To cover the actions taken to deal with a disruptive customer, the following notices are posted in the Resource Room:

CUSTOMER CODE OF CONDUCT

Customers of the Columbia-Greene Workforce NY Career Center agree to:
- Conduct themselves in a manner that is professional, courteous and respectful.
- Work in a manner that is productive to finding employment, training or educational opportunities.
- Dress in an appropriate manner suitable for most work environments.
- Notify Career Center staff when offered and/or accept employment.
- Follow the *Resource Room Computer Use Policy*.
- Not use equipment (phone, fax, copier, computers, software programs, etc.) for personal use.
- Notify Career Center staff when equipment fails to function.
- Not bring food or drink into the Resource Room.
- Seek out clarity and a thorough understanding of what is expected when at the Career Center location.
- Seek out the appropriate staff for resolution to any problems.
- Not engage in physical or verbal confrontation with staff, or other customers.
- Use appropriate work place language and refrain from yelling and profanity.
- Cease all inappropriate behavior, whenever told by a staff member.
- Notify Career Center staff when others are acting inappropriately.
- Understand that failure to abide by this Code of Conduct may result in a loss of privileges or bar future participation at any Career Center or Workforce system locations.

The complete Code of Contact local policy can be found in the Columbia-Greene Community College Student Handbook, which is available on the College's website.
http://www.sunycgcc.edu/Forms_Publications/Student_Handbook/0StudentHandbook.pdf
By presenting your Membership Card at the Reception Area, you have agreed to abide by the above policy.

RESOURCE ROOM COMPUTER USE POLICY

Users must be sensitive to the public nature of our shared facilities. Any intentional behavior that is deemed inappropriate may lead to being banned from the Resource Room. Examples of unacceptable use of the computer system include, but are not limited to, the following:

- Creating, displaying, printing, downloading or transmitting information which violates the College's sexual harassment policy. This includes, but is not limited to, displaying sexually explicit, graphically disturbing, or sexually harassing images or text.
- Playing games, except for learning how to use the mouse.
- Chat rooms. The resources are not available for users to socialize.
- Using a user-id or account belonging to another individual, or allowing your account to be used by another individual.
- Installing, changing, or removing of software on any computer system.
- Deliberately wasting/overloading computer resources.
- Use of E-mail or messaging services to harass, intimidate, or otherwise annoy another person.
- Use of computing facilities for financial gain or commercial purposes.
- Violation of software copyrights and usage licensing agreements.
- Violation of usage policies and regulations of the networks of which the College is a member or has authority to use.
- Using On-line music sharing services.
- Knowingly or carelessly running or installing on any computer system or network a program intended to damage a computer system or network.

The complete policy can be found in the Columbia-Greene Community College Student Handbook, which is available on the College's website.
http://www.sunycgcc.edu/Forms_Publications/Student_Handbook/0StudentHandbook.pdf
By presenting your Membership Card at the Reception Area, you have agreed to abide by the above policy.

Policy #: 715 **Title: Scheduling Follow-up UI Mandatory Appointments**

Effective Date: 10/10/10

Amended Date:

Policy Description: Follow-up mandatory appointments for UI customers must be scheduled through REOS in order to ensure that Unemployment Insurance is notified if customers don't comply with attendance requirements.

Reference Documents: IHF- REOS Mandatory Appointment Sign-up Sheet
IHF- Workshop Sign-up forms

Procedures:
When an Employment Advisor determines that it is mandatory for a UI customer to attend a workshop or come in for an individual appointment, then there are general procedures to keep in mind:

1) Appointment letters will be sent on every Friday. Because WIA funded staff do not have access to the scheduling section of REOS, all letters will be generated by either the Assistant Labor Service Representative (ALSR) or the Technical Assistant (TA).
2) Appointment letters must be sent at least 10 days in advance of the scheduled workshop or individual appointment.
3) Failure to Report (FTR) status for follow-up mandatory appointments will be connected to FTR status related to Initial Assessment appointments.

The following specific steps need to be taken by all Employment Advisors in order to ensure an efficient scheduling process:

1. Once an Employment Advisor has determined the specific workshop that a potential exiter should attend, the Advisor should sign the customer up for that workshop on the appropriate Workshop Sign-up form. The Advisor needs to keep in mind that the workshop must be at least 10 days away, and that it is not already overbooked.
2. The Advisor then adds the customer's name (and all other requested information) to the REOS Mandatory Appointment Sign-up Sheet for the **appropriate week** that the letter should be sent (between10 days and 14 days prior to the customer's scheduled appointment).

The following specific steps need to be taken by the ALSR or TA:

1. Every Friday the names listed on the REOS Mandatory Appointments Sign-Up Sheet will be checked in REOS to make sure they do not have any other REOS mandatory appointments already scheduled.
2. Those customers who already have a scheduled REOS Mandatory Appointment will have their names crossed off the Sign-Up sheet and the staff member who made the appointment will be notified why the appointment was cancelled. There name will also be crossed off the appropriate Workshop Sign-Up sheet.
3. Those customers without another scheduled appointment will be sent the appropriate workshop letter through the REOS system based on the names listed on the REOS Mandatory Appointments Sign-Up Sheet. Once letters have been sent, the Sign-Up Sheet will be filed in the Mandatory Appointment Follow-Up binder, based on the appointment dates.

4. The REOS appointment schedule for each workshop will also be printed and filed with the Sign-Up Sheet for the week in question.
5. Customers who call prior to their appointment date can be rescheduled, without giving them an FTR.
6. The REOS appointment schedule sheet will be compared to the corresponding Workshop Sign-In sheet on the day of each workshop to determine who attended their mandatory appointment. The appropriate notation will be made in the REOS system.
7. Those customers who did not attend and do not have a second FTR will be rescheduled by the ALSR or TA, making sure to add the customers' names to both the Workshop Sign-up sheet and the REOS Mandatory Appointments Sign-Up Sheet.
8. Customers who have a second FTR do not need to be rescheduled.

When a customer comes into the Career Center because their UI benefits have been put on hold for a FTR to a workshop, the customer should see the Employment Advisor who initially scheduled them for the workshop.

Policy #: 716 **Title: Grievance Procedures**

Effective Date: 10/10/08

Amended Date: 2/8/11

Policy Description: Customers have the right to know our grievance and discrimination complaint procedures.

Reference Documents: IHF- W:\Masters\Customer forms\intake forms\GRIEVANCE.doc
IHF- W:\Masters\DISCRIMINATION COMPLAINT PROCEDURE.doc

Procedures: The Grievance and Discrimination Complaint procedures are provided to customers in a variety of ways:

- They are available on the www.columbiagreeneworks.org website, off of the Career Center page.
- They are posted on the "Right to Know" bulletin board.
- Hard copies are provided to every customer when they apply for training services.

Policy #: 717 Title: The Hatch Act – Public Employees and Political Activities

Effective Date: 1939

Amended Date: 12/16/11

Policy Description: Employees whose salary is funded with federal funds are required to follow the regulations regarding political activities that are outlined in the Hatch Act.

Reference Documents: Hatch Act: http://www.osc.gov/documents/hatchact/ha_sta.pdf.
The United States Office of Special Council: http://www.osc.gov/

Procedures: The Hatch Act restricts the political activity of individuals principally employed by state or local executive agencies and who work in connection with programs financed in whole or in part by Federal loans or grants. Covered state and local employees may not, among other things, use their official authority or influence to interfere with or affect the results of an election or nomination; or directly or indirectly coerce, attempt to coerce, command, or advise a state or local officer or employee to pay, lend, or contribute anything of value to a party, committee, organization, agency, or person for political purposes.

Complaints alleging violations of the Hatch Act will be forwarded to the United States Office of Special Counsel (OSC), which will then investigate the allegation to determine whether the evidence and facts warrant prosecution before the Merits Systems Protection Board (the "MSPB"), an independent quasi-judicial agency that is authorized to adjudicate Hatch Act violations brought by the OSC. Alternatively, when the severity of the violation does not warrant prosecution, that is, when the violation is not sufficiently egregious, the OSC may issue a warning letter to the employee involved.

When an alleged violation is prosecuted before the MSPB, the employee and the state or local agency employing him or her are entitled to be represented by counsel.10 After a hearing, the MSPB must determine whether a violation of the Hatch Act occurred and, if so, whether such violation warrants the dismissal of the employee.11 If the MSPB finds that the violation warrants dismissal from employment, the employing agency (WIO) will choose to remove the employee instead of forfeiture a portion of the federal assistance equal to two years' salary of the employee.12 If the MSPB finds that the violation does not warrant the employee's removal, no penalty will be imposed.

Policy #: 718   Title: Performance and Incentive Measures – PY 11

Effective Date: 7/1/11

Amended Date:

Policy Description: Each program year the federal and DOL issue performance and incentive measures for local areas. Listed below are the current measures for this year.

Reference Documents:

Procedures:

Initial Assessment and Participants Who Exit While Certifying for UI Benefits
(Up to 1% of the LWIA's PY 2010 WIA Adult and DW allocation)

- 95% or more of all staff-assisted One-Stop customers receive an Initial Assessment ***(CG is currently at 91.2%)***; and
- 10% or fewer of One-Stop customers exit while certifying for UI Benefits (CG is currently at 22.7%). The intent of this measure is to ensure the continuous engagement of One-Stop customers that are certifying for UI.

Training Services with Individual Employment Plan
(Up to 3% of the LWIA's PY 2010 WIA Adult and DW allocation)

- 95% of all One-Stop customers in training have an Individual Employment Plan ***(CG is currently at 100%)***.

National Work Readiness Credential
(Up to 3% of the LWIA's PY 2010 WIA Youth allocation)

- 30% (or more) of Out of School Youth participants age 17-21 will take the National Work Readiness Credential exam, and achieve a pass-rate of 50% ***(CG is currently at 0%)***.

Serving the Emerging Business Customer Base (Regional)
(Up to $15,000 to each LWIA in the Region)

- Serve 95% of the top 100 businesses in each Region, with at least one service during the Program Year.
    - **Note:** The top 100 businesses are the businesses with the highest total employment in each region as of June 2011.

- Serve 95% of the top 50 businesses posting job openings on NYS Job Bank (JobCentral) in every Region, each month during the Program Year. Lists of the top 50 businesses with the highest total open positions on NYS Job Bank will be provided monthly to Business Services Staff.
    - **Note:** Qualifying services include: Job Matching, Referrals and other defined services in the OSOS Employer Module. Services must be recorded in OSOS.

COMMON MEASURES

1. Adult Entered Employment Rate (Staff Assisted Services) - ***57.0% or greater***
2. Adult Employment Retention Rate - ***82.0% or greater***
3. Adult Average Earnings (Staff Assisted Services) - ***$12,625***

4. DW Entered Employment Rate (Staff Assisted Services) - ***51.0% or greater***
5. DW Employment Retention Rate (Staff Assisted Services) - ***82.0%***
6. DW Average Earnings (Staff Assisted Services) - ***$15,980 or greater***

7. Youth Placement in Employment or Education (WIA Title 1B Youth) - ***62.0% or greater***
8. Youth Attainment of Degree or Certificate (WIA Title 1B Youth) - ***50.0% or greater***
9. Youth Literacy and Numeracy Gain (WIA Title 1B Youth) - ***45% or greater***

OTHER MANAGEMENT INFORMATION

Training Provider on Eligible Training Provider List – This measure is a result of the new ETP website, in which the listings for a number of schools may not have transferred. The schools we use must be on the ETP list. ***Columbia-Greene's locally set goal is 100%.***

- # of New Training Services
- # of Services with Provider on ETP
- % of New Training with Provider on ETP

Average Service Days – This measure looks at the number of days a customer utilizes our services. When you consider all the customers served in the state, the average number of service days is 3.70. However, when you consider the average service days by each workforce area the number of service days rises to 4.49. The most impressive area is Cayuga/Cortland at 6.49. Columbia-Greene is currently averaging 4.51. ***Our locally set goal is 6.50 service visits.***

Career Development (CDS) Customers with Comprehensive Assessment and Follow-up Services – This measure reviews how many of our customers that are determined to need career development services actually receive those services. The state average for workforce areas is currently at 27.3%. The most impressive area is Oswego at 100%. Columbia Greene is currently at 44%. ***Our locally set goal is 85%***

- # of CDS Customers
- # w/Comp. Assessment
- % w/Comp Assessment and Follow-up

Disconnected Youth Served - Disconnected Youth are defined as youth age 14-21 who are neither working nor in school; are in foster care; on probation, or in juvenile or criminal justice facilities. This is a modification of the Children's Cabinet and Governor's Advisory Board definition. The State average is currently at 56.1%. The most impressive area is Broome/Tioga at 90%. Columbia-Greene is currently serving 38.6%. ***Our locally set goal is 56%.***

- Number Disconnected Youth Served
- Total Youth Served
- % of Disconnected Youth Served

599 One-Stop Approvals – This measure looks at the number of customers we assisted with their 599 application that got approved by the SPU and then we entered a training service on their OSOS Record. Our current level is at 75%. ***Our locally set goal is 100%.***

- Number of Approvals Entered
- % with Training Service

599 Original Claims Approvals - This measure looks at the number of customers who got approved for 599 through a direct application to SPU and we then entered a training service on their OSOS Record. Our current level is 0%. ***Our locally set goal is 100%.***

- Number of Approvals Entered
- % with Training Service

599 Disapproval – This measure looks at the number of customers whose 599 applications were not approved who received a follow-up service from us. Our current level is 63.6%. ***Our locally set goal is 80%.***

- Disapprovals Entered
- % with Follow Up Service

Policies 800 – 899 OSOS & REOS

Policy #: 800 **Title: OSOS Level 1 Service Definitions & Data Entry Procedures**

Effective Date: 9/27/06

Amended Date:

Policy Description: To implement OSOS modifications and data entry procedures for recording participant information and services in OSOS under Common Measures and Functional Alignment, ensuring that all staff are using the same definitions to identify Columbia-Greene specific services

Reference Documents: TA #06-16
TA #06-16 CG Attachment 2

Procedures: Staff should use the document TA #06-16 CG Attachment 2 as a reference in determining how to record information into OSOS. This document is saved on the W drive in the Policy folder.

Policy #: 801 **Title: OSOS Reporting Fields for WIA & WP**

Effective Date: 7/24/09

Amended Date:

Policy Description: To understand what OSOS fields are used when the NYS DOL prepares reports that evaluate performance at both the state and federal level.

Reference Documents: Excel Spreadsheet OSOS Reporting Fields for WIA & WP 0709

Procedures: Staff should use the excel spreadsheet: OSOS Reporting Fields for WIA & WP 0709 as a reference in determining how their recording of information into OSOS affects performance reports issued by NYS DOL. This document is saved on the W drive in the Policy folder. A hard copy is in a binder, stored over the WIA Fax machine.

Policy #: 802 **Title: REOS Letter Generation**

Effective Date: 3/22/10

Amended Date:

Policy Description: To understand how to create customer letters for mass mailings using the REOS System

Reference Documents:

Procedures: For staff that have access to the DOL network, the following steps can be taken:

<u>To Add a Letter to REOS</u>

1. Starting at the Desk Top, Click on My Network Places.
2. You will need to locate Hudson Letters; each computer may be set up differently.
3. You can select an existing letter, click save as, name the letter, then click save.
4. Now you can set up the letter by either copying and pasting or typing in the contents.
5. When done save.

<u>Adding the Letter to REOS SYSTEM</u>

1. Sign onto REOS, Click on Schedule, Click on Edit Office.
2. At the bottom of the page, under Letter Types, click on Add a letter. Enter the File Name in Letter Type, and Enter the name of the letter in Letter Description. Then Click on Add to save.

<u>To Add an Appointment Location</u>

1. Under Appointment Locations, Click on the Aerial button next to Add, and then enter the name and room number, then Click Add to save.

<u>Editing a Letter or Appointment Location</u>

1. You can also Edit a Letter or Appointment by Clicking the Aerial button next to the Letter or Appointment Location and making any changes.
2. You can also Delete a Letter or Appointment Location by Clicking on the Aerial Button next to either, and then Clicking on Delete.

Policy #: 802.1 Title: REOS Job Fair Letter instructions

Effective Date: 3/22/10

Amended Date:

Policy Description: To understand how to mail customer letters for mass mailings using the REOS System

Reference Documents:

Procedures: To prepare Job Fair letters for mailing, the following steps in REOS can be taken:

1. Sign onto REOS
2. Click Search
3. In REOS Record Status, enter "Active Extended" or "Active TEUC", either of these headings provide you with the same Customer listing.
4. Click on Customer Characteristics.
5. Enter the following:
    - Yes in Work Search Required Status
    - No in 599 Status
    - No in Shared Work Status
    - No in SEAP Status
    - No in Union Status
    - No in TLO Status
6. At the left side of the screen, enter no in Vet Status
7. Click Search, when list comes up, click check all and then click on Group Schedule at the bottom of the page.
8. Click on Generate Letters Only (No appointment Scheduled)
9. Click on Letter Type, select Job Fair letter
10. Click proceed, click Confirm finalize, Click on Data File, Enter File Name and then Save.
11. You will then do a Search for Active Regular in the REOS Record Status, following the same instructions as above.

NOTE: You can print your letters at any time from the Letter Generator.