ACTION BULLETIN

TO: All Adult and Dislocated Worker Career Service Providers (CSP) funded through the Workforce Innovation and Opportunity Act (WIOA)

DATE: July 29, 2019

SUBJECT: **New Process for Quality Review and Data Entry of Training Activities**

PURPOSE OF BULLETIN:

The purpose of this bulletin is to provide notification to Alameda County Workforce Development Board's (ACWDB) contracted CSPs regarding updates to the paperwork submittal, quality review, and data entry processes related to training.

BACKGROUND:

The State of California enforces a mandate upon all WIOA Local Workforce Development Areas (LWDA) across the state – that an amount equal to 30% of the WIOA Adult and Dislocated Worker funding streams be spent on vocational retraining for WIOA eligible participants each program year. This mandate allows 10% (1/3 of the 30% training mandate) to be accounted for through leveraged sources other than WIOA training dollars.

These mandates and allowances require thorough and accurate tracking of all training activities and associated costs – and within the last year, ACWDB staff has found several technical errors in ITA paperwork coming from ACWDB's CSP staff. The errors found include, but are not limited to incorrect program year, incorrect dollar amounts, incorrect selection of funding stream, incorrect program name, etc. These types of errors substantially limit ACWDB's ability to ensure accurate tracking of costs and other important elements related to WIOA participant training.

ACWDB had previously adopted a policy requiring all vocational training activities be entered into the Grants Checkbook and CalJOBS by the Workforce Services Technicians and/or the ACWDB Account Clerk. This bulletin outlines a newly mandated process that expands the responsibility of ACWDB staff to include a quality assurance review of all training-related paperwork before it is sent to the attention of ACWDB's contracted fiscal agent – and will serve to ensure accurate tracking of all vocational training activities and associated costs.

POLICY:

Effectively immediately, CSP staff will be required to submit the ITA Worksheet, the Eligible Training Provider List (ETPL) listing, and any other relevant paperwork to their assigned Workforce Technician for quality assurance review **PRIOR TO** that paperwork being forwarded to the attention of ACWDB's contracted fiscal agent. CSP staff will no longer send ITA paperwork directly to the fiscal agent. ACWDB staff will take responsibility for ensuring accuracy of the documents prior to forwarding all training-related paperwork to the attention of the fiscal agent.

PROCESS:

The process is outlined in Attachment 1 to this bulletin.

ACTION:

ACWDB's CSPs must ensure that all relevant staff are made aware of these immediate changes to the training paperwork process.

For information and inquiries please contact:

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ATTACHMENTS:

Attachment 1: ITA Submittal Process Outline

Individual Training Account (ITA) Submittal Process

**This process outline serves as a reference page for processing ITA paperwork.
Please refer to AB 19-06 for further guidelines and parameters.**

THE FOLLOWING STEPS SHOULD BE COMPLETED PRIOR TO PROCEEDING WITH ITA SUBMITTAL:

- ✓ Case Manager has confirmed there is available funding within the Grant Checkbook;
- ✓ Participant was assessed for training suitability;
- ✓ Case Manager determined whether the participant's interest in the type of training is within the Industry Sector Occupational Framework (ISOF);
- ✓ Participant researched at least 3 WIOA approved training providers within the Eligible Training Provider Listing (ETPL);
- ✓ Participant contacts chosen training provider to enroll in and confirm training program details (dates, times, costs, etc.). Case manager may work with participant and training provider to help communicate any pertinent information.

ITA PAPERWORK *(Must be submitted to WSST at least 2 weeks prior to training start date.)*:

1. ITA Worksheet must be filled out **electronically** to ensure accurate calculations of costs;
2. Case manager must submit ITA Worksheet to Site Manager for review and approval;
3. ETPL of training provider and program must be printed and attached to the ITA Worksheet;
4. ITA Worksheet and ETPL print-out must be sent to the following ACWDB WSST staff for initial review:
   - ACWDB Account Clerk (currently Karen Yan; KarenQiYun.Yan@acgov.org)
   - Your assigned Workforce Services Technician
5. If WSST staff approves the ITA and ETPL, WSST staff will proceed with the following:
   - Encumber the ITA funds in the current Grants Checkbook;
   - Enter the appropriate training activity code* into CalJOBS;
   - forward the ITA Worksheet and any other required paperwork to OPIC for processing

   * WSST staff will enter the training start date as the "Projected Start Date" within the training activity. Case manager will be responsible for inputting the start date as the "Actual Start Date" once training begins. Please keep in mind that CalJOBS allows backdating up to 30 days.

MODIFICATIONS AND CANCELLATIONS:

- ✓ Please submit all modifications and cancellations directly to WSST staff. WSST staff will review submissions and forward approved modifications to OPIC.

QUESTIONS? PLEASE CONTACT YOUR WORKFORCE SERVICES TECHNICIAN OR ACWDB Account Clerk.