

NEMO Workforce Investment Board, Inc

Workforce Investment Act
Occupational Skills Training
Scope of Work

The Occupational Skills Training Activity is training which is conducted in the classroom setting designed to enable the trainee to learn a specific vocational skill. The expected outcome is to provide the participant with specific skills that will enable them to enter and retain unsubsidized employment.

The Contracting Agency is to coordinate and schedule participant referrals to local public and private training agencies. The Occupational Skill Training Activity is for both secondary and post-secondary classroom training.

The secondary school component of the Occupational Skills Training Activity is targeted to those “high risk” students who would not otherwise have the opportunity to attend vocational–technical school training. Enrollment priority should be given to eligible seniors, although eligible juniors are allowed to participate. Emphasis shall be given to selecting those participants who are non-college bound.

The Contracting Agency agrees to operate the Occupational Skill Training activity in accordance with this Scope of Work and minimum standards established by the Administrative Entity.

I. PROGRAM STANDARDS

- A. Occupational Skills Training in the Northeast Region will be provided by a public or private vender with demonstrated training capability.
- B. Referrals to the Occupational Skill Training Activity shall be based on the Contracting Agencies objective assessment of the participants needs as documented on their Individual Service Strategy (ISS).
- C. The Contracting Agency shall only refer participants to those courses approved for WIA participation by the Department of Elementary and Secondary Education after following the procedures established in Northeast Region Issuance #02-02 “Competitive and Non-Competitive Procedures for Providing Occupational Skills Training.”
- D. The Occupational Skills Training activity will be of sufficient duration to allow successful completion of the course. Post-secondary vocational selections will be those which will be completed within a 104 week (two year) period. Two year programs may be utilized for secondary school participation, or, for post-secondary education participants, in instances where the vocational occupation

requires a longer training period. Any post-secondary classroom training that extends beyond the 104 week limitation must have written approval from the administrative entity. Decisions to extend the training length will be based on documented participant need as demonstrated in the Individual Service Strategy.

- E. The Contracting Agency or the Administration Entity, at the request of the contracting agency, will pay tuition, books, fees and supplies pertaining to individual referrals to the Department of Elementary and Secondary Education.
- F. The Contracting Agency shall adjust tuition and/or needs based payment to participants to account for the receipt of Pell Grants or other grants and scholarships.
- G. Participants enrolled in Occupational Skills Training will be tested and interviewed to ascertain the individual's need for services not available through this program; and a maximum effort will be made to utilize other agencies and WIA program services to achieve the participant's goals.
- H. The Contracting Agency shall monitor and track all youth participants for competency attainment. Those attainments or outcomes will be posted in the Missouri Toolbox Case Management system.

II. PARTICIPANT SERVICES

A. Enrollment

1. The Contracting Agency will only enroll applicants in Occupational Skills Training that have been certified as WIA eligible and assessed appropriate for the Occupational Skills Training activity.
2. The Contracting Agency may enroll a participant in Occupational Skills Training and also dually enroll them in the On-the-Job Training and/or Tutoring, Study Skills Training and Instruction activities, when deemed appropriate and properly justified on the Individual Service Strategy.
3. The Contracting Agency will utilize the Northeast Missouri Workforce Investment Board standardized Individual Service Strategy or the on-line form in the Missouri Toolbox Case Management System.
4. The Contracting Agency will be responsible for maintaining and updating the ISS of all participants to reflect enrollment in the Occupational Skills Training activity and to identify additional service or training needs and to record program accomplishments. Participants shall sign and receive copies of their ISS updates.

5. The Contracting Agency will only enroll participants in occupational training determined to be in demand in the NEMO WIB area.
6. The Contracting Agency will ensure that the occupational training is consistent with the participant's occupational interest, abilities, and aptitudes as determined in the participant's assessment and documented on the ISS.
7. The Contracting Agency will provide to program participants the NEMO WIB complaint and grievance procedures, if not presented at Intake.
8. The Contracting Agency will provide an orientation to each participant upon enrollment into Occupational Skills Training. This will include, but not limited, to the following:
 - a. Description, purpose, conditions, and standards for the Occupational Skills Training activity;
 - b. Length of training;
 - c. Types of service and other training available;
 - d. Intake and assessment phase to include
 - eligibility process
 - complaint and grievance procedures
 - objective assessment instruments
 - ISS
 - e. Program characteristics to include:
 - supportive services
 - weekly timesheets/monthly progress reports
 - attendance requirements
 - counseling visits
 - follow-ups
 - f. Participant responsibilities
 - g. Counselor name and telephone number
9. All participants will sign an orientation check list indicating they have received orientation and are aware of their rights and responsibilities. The statement must be co-signed by an authorized representative of the Contracting Agency (the orientation check-off list will be retained in the participant's file).

10. The Contracting Agency will ensure that the vocational training site provides adequate orientation to the Occupational Training participants relative to the rules, standard practices, and requirements of the training facility.
11. The Contracting Agency will complete the Missouri Toolbox Case Management system WIA Registration form enrolling the individual in the proper activity(ies).

B. Counseling and Supportive Services

1. The Contracting Agency will establish linkages with other WIA or non-WIA service providers to ensure that throughout the participant's involvement with WIA funded programs, services are provided which will to unsubsidized employment. Planned and actual services shall be documented on the Individual Service Strategy and retained in the participant's file.
2. Non-high school Classroom Occupational Skills Training participants who meet the criteria for Supportive Services may receive assistance for transportation, and child care expenses.
3. The Contracting Agency will provide counseling services every month. The only exception to this would be for the participant attending an out-of-area training facility. Those participants will only require counseling activities on a quarterly basis. The primary focus of counseling will be to assess each participant's progress relative to his/her planned training program. Counseling contacts must reflect what services were provided to participant in a concise, organized manner. Documentation of the dates and subject of all counseling contacts will be documented in Toolbox case notes and ISS Updates.
4. Counseling Service should include, but not be limited to, the following:
 - a. participant's progress relative to any employment barriers identified earlier on the Individual Service Strategy
 - b. ensuring that participants and instructor(s) are adjusting to the training activity;
 - c. developing an atmosphere for participant/employer communication to provide a network for the resolution of problems;
 - d. assistance toward identifying and resolving any potential problems
5. The Contracting Agency shall perform a post-test for all participants that are basic skills deficient enrolled into the Youth Program.

C. Transitional Services

1. The Contracting Agency will place participants into the appropriate activity (follow-up and/or case management services) when they leave assigned activities prior to completion and are anticipated to transition back into training activities or potential unsubsidized employment. These services will include, but not be limited to, the following:
 - a. Frequent contact with employers in order to identify job openings and to promote the hiring of participants
 - b. Maintaining linkages with other agencies that may have information about available job in the area; such as local DWD staff;
 - c. Referrals to other available activities based on the consultant's assessment;
 - d. Assistance to the participant to update and/or complete their work registration on Missouri's Great Hires system.

D. Follow-up Services

1. The Contracting Agency agrees to provide follow-up services to all registered participants for a minimum of 12 months after exit from the WIA Title I Youth Program. Follow-up services should be provided at 30 days, 60 days, 90 days, 6 months, 9 months and 12 month after exit from the program. The Contracting Agency agrees to provide regular contact with the participant to ensure a successful transition to employment has been made. All follow-up contact information will be recorded in the Missouri Toolbox Case Management System after each follow-up contact made. Individuals who are found unemployed during follow-up services will be provided additional services to assist them in obtaining employment. Follow up services for youth may include:
 - a. leadership development and supportive services listed in §664.420 and §664.440;
 - b. regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise;
 - c. assistance in securing better paying jobs, career development and further education
 - d. work related peer support groups;
 - e. adult mentoring ; and
 - f. tracking the progress of youth in employment after training

2. The Contracting Agency shall inform participants enrolled in the WIA Title I Youth program that they will be contacted after completion of the program for follow-up information and are required to participate by providing the requested information.

E. Instructors Orientation

1. The Contracting Agency will provide a standardized orientation to instructors providing classroom occupational training services to participants. The orientation shall include:
 - a. an explanation of the Occupational Skills Training activity
 - b. the instructors responsibilities relative to the Occupational Skills Training activity includes:
 - A detailed description of the tie and record keeping requirements;
 - Weekly timesheets
 - providing monthly progress reports;
 - the applicable provisions of the WIA and Northeast Missouri Workforce Investment Board regulations;
 - the requirements of the training planned for each participant;
 - responsibilities of the instructor concerning the youth competencies post-test assessment;
 - the name and phone number of the Contracting Agency's key contact person for instruction and assistance in resolving any participant/instructor problems
 - c. Instructors will sign an orientation check list indicating they have received orientation to the relative rules, standard practices and requirements of the Occupational Skill Training activity. The instructor orientation shall be retained in the appropriate participant file.