



CENTRAL IOWA LOCAL POLICIES AND PROCEDURES

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CENTRAL IOWA LOCAL POLICIES AND PROCEDURES

ADMINISTRATION AND GOVERNANCE

ACCOUNTING AND FINANCE POLICIES AND PROCEDURES

The CLEO will designate a Fiscal Agent pursuant to the Workforce Innovation and Opportunity Act of 2014 (WIOA). While WIOA permits the CLEO to designate an entity to serve on his/her behalf as fiscal agent, the designation does not relieve the CLEO of financial liability for any misspent funds. Under WIOA, the CLEO retains ultimate liability for the repayment of any WIOA funds which have been misused or costs which have been disallowed.

The purpose of this Policy is to articulate the expectations of the designated Fiscal Agent.

A. DELEGATION OF RESPONSIBILITIES

1. The CLEO and LWDB may delegate to the Fiscal Agent the power and responsibility to enter into contracts, subcontracts, and other agreements subject to CLEO and LWDB approval, to receive, expend, and distribute funds, to develop and evaluate procedures for financial management, and to hire, organize, and train the staff needed to carry out these responsibilities.
2. The Fiscal Agent will accept on behalf of the CLEO all grant funds associated with Title IB of WIOA, as well as other related grants designed to help carry out the purpose of WIOA programs. This responsibility also includes funds available under the Trade Adjustment Act (TAA), if applicable.
3. The Fiscal Agent will disburse WIOA funds for allowable workforce innovation activities on behalf of the CLEO. As required by law, these disbursements will occur at the direction of the LWDB, provided that the purpose for the disbursement is allowable, authorized and documented.
4. The Fiscal Agent's necessary and reasonable administrative costs for performing the duties of fiscal agent will be paid from WIOA funds available for administrative expenses as reflected in an operating budget which the Fiscal Agent shall submit to the CLEO and LWDB annually for approval.
5. No provision for profit is allowed for the Fiscal Agent and any excess of revenue over the costs must be counted as program income and spent in compliance with WIOA program income requirements. Interest earned on funds received under WIOA Title I must also be included in program income.

B. GENERAL EXPECTATIONS OF THE FISCAL AGENT FOR ADMINISTRATION

1. The Fiscal Agent will comply with Federal and State law, regulation and policy established for WIOA programs.
2. The Fiscal Agent will comply with relevant circulars of the Office of Management and Budget. These include but are not limited to the *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards* at 2 CFR, Part 200 and DOL's Exceptions at 2 CFR 2900.
3. The Fiscal Agent will maintain an accounting system that will meet all the fund accounting and reporting requirements for WIOA grant programs.
4. The Fiscal Agent will employ, train, and maintain a sufficient number of qualified staff members necessary to fulfill the duties of fiscal agent, subject to the limitations of an annual budget.
5. The Fiscal Agent will continuously review operational policies and make recommendations to streamline or improve administration of WIOA programs.
6. The Fiscal Agent will manage an appropriate system for the award and administration of grants and contracts, including monitoring of grants and contracts.
7. The Fiscal Agent will enter into written grant agreements or contracts only as needed and when clear goals and obligations are established and at the direction of the LWDB.
8. The Fiscal Agent will monitor the implementation of all grants and contracts and fulfill the requirement on local areas to conduct financial monitoring not less frequently than annually.
9. The Fiscal Agent will take prompt and appropriate corrective action upon becoming aware of any evidence of a violation of Federal or State WIOA rules or policies.
10. The Fiscal Agent will closely monitor the life of all grant funds to ensure they are used to the maximum amount allowed under WIOA and to avoid any loss of funds allocated to the LWDA.

C. PROCEDURAL EXPECTATIONS

1. The Fiscal Agent will manage a property control system that meets all Federal and State requirements and provides full accounting of all property and equipment purchased with WIOA funds.

D. SERVICE EXPECTATIONS

1. The decisions made by the Fiscal Agent will be transparent and based on the good of participants and the service delivery system within the local workforce innovation area as a whole.
2. The Fiscal Agent will ensure continuity in customer service.

E. REPORTING EXPECTATIONS

1. The Fiscal Agent shall provide the following information monthly:
 - a. Reports and other documents that summarize the current financial conditions of all WIOA grants awarded to the LWDA, including income, expenditures, fund balances, comparison to approved budget and other financial metrics the CLEO and LWDB may identify in conjunction with the execution of their responsibilities under this Agreement.
 - b. Reports and supporting documents that summarize known compliance issues or concerns along with an explanation of any out-of-compliance notices received for any program for which the CLEO and LWDB retain ultimate responsibility.
2. The Fiscal Agent shall meet with a representative of the local board on a regular basis to review reports and address questions or concerns. These meetings shall not be held less frequently than quarterly.

F. SEPARATION OF DUTIES

1. The Fiscal Agent will follow all separation of duties and conflict of interest requirements under WIOA.

G. LIABILITY EXPECTATION

1. The Fiscal Agent will be held accountable for all expenditures or costs that violate WIOA requirements. This includes disallowed costs resulting from Fiscal Agent's failure to apply or properly interpret WIOA requirements, negligence, Fiscal Agent's failure to follow accepted standards of financial management or other failure to safeguard WIOA funds. All agreements or contracts with service providers shall include provisions that require the service provider to be responsible for disallowed costs resulting from the service provider's known failure to apply or properly interpret WIOA requirements, gross negligence, the service provider's failure to follow accepted standards of financial management or other failure to safeguard WIOA funds.
2. In the event costs are disallowed, the CLEO will seek reimbursement from the Fiscal Agent for all disallowed costs and expect the Fiscal Agent to repay these costs with non-Federal sources of funds. The Fiscal Agent may seek reimbursement from the service provider or other contractors for whom costs were disallowed. The Fiscal Agent shall assure that any such reimbursed costs will be paid from non-Federal sources of funds.

H. OTHER EXPECTATIONS OF THE CLEO AND LWDB

1. The CLEO and LWDB expect to work in partnership with the Fiscal Agent to safeguard WIOA funds and to ensure that the funds available in the LWDA are used for the maximum benefit of citizens in the local area.

Code of Conduct

The following standards shall apply for the members of the Board, committees, staff, recipients, sub-recipients, contractors, and partners:

1. Adherence to conflict-of-interest policies.
2. Adherence to procurement procedures that serve to minimize the appearance of conflicts, in addition to eliminating actual conflicts. Members who represent the One Stop Operator, Partners or actual or potential Service Providers and who serve on committees that oversee the One Stop System or the allocation of resources that would potentially be allocated to their programs shall refrain from discussing or voting on any matter that would financially impact the programs they represent.
3. Any Member that develops or drafts specifications, requirements, statements of work, or invitations for bids or requests for proposals must be excluded from competing for such procurements. To avoid potential conflicts as circumstances change, Members whose employers may wish to participate in a future procurement will refrain from involvement in specification development or procurement processes.
4. It is the policy of the Board to discourage ex parte communications with any Board Member or any other person serving as an evaluator during the Request for Proposal (RFP) process. A Board Member or evaluator will not solicit nor receive any oral consideration. Any written communication to a Board Member or evaluator from potential contractors will be distributed to all Board Members by the Executive Director or his or her designee. Potential contractors who attempt to improperly influence the process will receive adverse scores. Any and all written communications should be provided to staff to be distributed to Board Members. Any other communication should be rejected by Members.
5. It shall be the policy of the Board that individual Members cannot commit to the Board; rather, only the action by the Board, or the authorized actions of the Board Executive Committee, can constitute Board commitments.

Ethical Principles

It is the Board's policy to be knowledgeable of, and comply with, all applicable federal and state laws and regulations in a manner that will reflect a high standard of ethics. Compliance does not comprise one's entire ethical responsibility; rather it is a minimum, and an essential condition for adherence to mission and duties.

It is the Board's policy that its representatives be knowledgeable of emerging issues and professional standards in the field and conduct themselves with professional competence, fairness, efficiency, and effectiveness.

Conflict of Interest

It is the policy and expectation of the Board that its members will fulfill the fiduciary duties applicable to their service. Due to the legal and statutory structures of the Board, it is expected that conflicts of interest will arise, and this policy is intended to provide a framework that will allow the work of the Board to be achieved without the fact of or appearance of impropriety. The Board and all other agencies receiving direct financial assistance through WIOA shall avoid conflict of interest, real or apparent, by observing the following requirements:

1. Each grant recipient and subrecipient must maintain a written code of standards or conduct governing the performance of persons engaged in the award and administration of WIOA contracts and sub grants.
2. No individual in a decision-making capacity shall engage in any activity if a conflict of interest (real, implied, apparent, or potential) is involved. This includes decisions involving the selection, award, or administration of a sub grant or contract supported by the Workforce Innovation and Opportunity Act (WIOA) or any other federal funds.
3. A Board member or a member of a Board committee cannot cast a vote or participate in any decision-making about providing services by such member (or by any organization that member directly represents) or on any matter that would provide any direct financial benefit to the member or to the member's organization.
4. Before any public discussions regarding the release of a Request for Proposal (RFP), or any matter regarding the release of funding or the provision of services, a Board Member or a member of a Board Committee must disclose any real, implied, apparent, or potential conflicts of interest before engaging in the discussion. The minutes of the meeting must reflect the disclosure.
5. Board and Committee Members or a member of agents of the organizations making awards cannot solicit or accept gratuities, favors, or anything of monetary value from awardees, potential awardees, or other parties to agreements.
6. Disciplinary actions may be taken up to and including termination of board membership for violation of this policy by any individual. The Executive Committee to the Board may evaluate any violations of these provisions on a case-by-case basis and recommend to the CEOs, if and what penalties, sanctions or other disciplinary action are appropriate.
7. Individuals shall not use for their personal gain, for the gain of others, or for other than officially designated purposes, any information obtained as a result of their committee, board or working relationships with the Board where that information is not available to the public at large or divulge such information in advance of the time decided by the Board for its release.
8. One Stop Operators must disclose any potential conflicts of interest arising from relationships with other service providers.
9. Any organization that has been selected or otherwise designated to perform more than one function related to WIOA must develop a written plan that clarifies how the organization will carry out its multiple responsibilities while demonstrating compliance with WIOA, corresponding regulations, relevant Office of Management and Budget circulars, and this Policy. This plan must limit conflict of interest or the appearance of

- conflict of interest, minimize fiscal risk, and develop appropriate firewalls within that single entity performing multiple functions. The plan must be agreed to by the Board.
10. Membership on the Board or being a recipient of WIOA funds to provide training or other services, is not itself a violation of conflict-of-interest provisions of WIOA or corresponding regulations.
 11. Each Member shall sign a Conflict-of-Interest attestation denoting that the Conflict-of-Interest Policies have been read, are understood, and that the Member pledges to conduct him/herself in accordance with such policies and procedures during their service to the Board.

DISCLOSURE

1. Any member that has, or believes he or she has, a conflict of interest must disclose such potential conflict in accordance with the procedures established by the Board in this policy and shall do so in writing on a prescribed form. The following are deemed conflicts of interest that create a duty of member to fully disclose such interest immediately:
 - a. If a member has a significant personal financial interest in a proposed transaction involving the Board.
 - b. If a member is employed, or is a Trustee, Director, Officer or Member of any individual, organization, or entity that shall have a direct or indirect financial interest in a proposed transaction involving the Board.
 - c. If a Member represents a third party either through a personal, professional, or confidential relationship and such party shall have a financial interest in a proposed transaction involving the Board.
 - d. No Member shall participate in the selection, award or administration of a procurement supported by WIOA funds where, to the individual's knowledge, any of the following has a financial or substantial interest in any organization which may be considered for award:
 - i. the officer, employee, agent or Board Member;
 - ii. any Member of his or her immediate family;
 - iii. his or her partner, or;
 - iv. a person or organization which employs, or is about to employ, any of the above.
2. In accordance with 20 CFR 683.200(c)(5)(i) "...a State WDB member, Local WDB Member, or standing committee member must neither cast a vote on, nor participate in any decision-making capacity, on the provision of services by such member (or any organization which that member directly represents), nor on any matter which would provide any direct financial benefit to that member or that Member's immediate family."
3. In the event that a Board Member has an interest, directly or indirectly, in a business entity that would have a direct financial effect due to any official action taken by the Board, the Member shall declare, before a vote or discussion on the matter, the nature and extent of the interest and shall not voluntarily discuss the proposed Board action. Any such member shall recuse him or herself from participation prior to the official vote. This limitation on discussion shall not prohibit the Member from providing factual

information in response to direct questions concerning the matter from other Members. The disclosure shall be reflected in the minutes of the meeting.

4. If an award of funding is made with a member violating the requirements of this policy, the Board is empowered to immediately suspend the obligation; the suspension is subject to review at the next regular or special meeting of the Board. The balance of the Board, excluding the Member(s) with potential conflict, will then determine what final corrective actions are necessary. Actions will be taken in accordance with this Conflict-of-Interest Policy, and could include removal of the Member, suspension of the obligation, termination of the obligation, or civil action to recover any monetary damages.
5. This policy is not meant to necessarily rule out transactions between the Board and other persons or entities where an interest or a relationship between the Member and such a person or entity exists. This policy does, however, require proper disclosure and documentation of such relationships so that all decisions regarding these possible transactions are made in the best interest of the Board. As stated in 20 CFR Section 683.200(c)(5)(ii) "Neither membership on the State WDB, the Local WDB, or an LWDB standing committee, nor the receipt of WIOA funds to provide training and related services, by itself, violates the conflict-of-interest provisions."
6. Nothing in this policy should be construed to prevent any Member's participation in WIOA programs. Board membership should not result in an employer receiving any more or any less consideration for trainees. What is important is to ensure that the officer, employee, agent, or Member does not approve his/her own training package, or contract for services, but that the system of approval allows for objective determinations.

DISCLAIMER

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

DEBARMENT AND SUSPENSION

All Parties shall comply with the debarment and suspension requirements (E.O.12549 and 12689) and 2 CFR part 180 and as adopted by the U.S. Department of Labor at 29 CFR part 2998 and by the U.S. Department of Education at 2 CFR 3485.

FIREWALL POLICY

The purpose of this Policy is to provide guidance in the Board's commitment to guard against problems arising from real, perceived, or potential conflicts of interest not only through sound conflict of interest policies, but also through the establishment of suitable firewalls in the event of such conflicts.

A. Definitions

Conflict of Interest: A conflict between the official responsibilities and the private interests of a person or entity that is in a position of trust. A conflict of interest would arise when an individual or organization has a financial or other interest in or participates in the selection or award of funding for, an organization. Financial or other interests can be established either through ownership or employment.

Firewall: An established policy or procedure that acts as a barrier or protection against an undesirable influence, outcome, or authority. Examples of firewalls include, but are not limited to, organizational arrangements that provide clear separation of duties and responsibilities, reporting hierarchy of managers and staff that provide clear separation between job duties and responsibilities, and conflict of interest/confidentiality/disclosure agreements.

B. Firewall Guidelines

Conflict of Interest Policy: All members of the Board, its established committees and the individuals/organizations functioning as staff to the board shall sign a Conflict-of-Interest Attestation acknowledging receipt, review, and acceptance of the policy. These members have a continual duty to recognize potential conflict of interest upon the occurrence of any situation that would give rise to a potential or actual conflict of interest.

Multiple Roles: When a single entity fulfills more than one of the following roles including, but not limited to, Fiscal Agent, Board Staff, OSO or direct service provider, such entity is required to adhere to the guidelines set forth in this Policy.

C. Control Activities - 2 CFR 200.318(C)(1)

The organization maintains standards of conduct covering conflicts of interest and governing the actions of its employees engaged in the selection, award, and administration of contracts. The standards of conduct provide that no employee, officer, or agent may participate in the selection, award, or administration of a contract supported by a federal award if he or she has a real or apparent conflict of interest. The standards of conduct state that a conflict of interest would arise when the employee, officer, or agency, any member of his or her immediate family, his or her partner, or an organization which employs or is about to employ any of the parties indicated herein, has a financial or other interest in or tangible personal benefit from a firm considered for a contract. Officers, employees, and agents of the non-federal entity may neither solicit nor accept gratuities, favors, or anything of monetary value from contactors or parties to subcontracts. The standards of conduct provide disciplinary actions to be applied for violations of such standards by officers, employees, or agents of the non-federal entity.

D. Fiscal Agent

Role: The role of the Fiscal Agent is limited to accounting and funds management functions such as receiving funds, ensuring sustained fiscal integrity and accountability for expenditures of funds in accordance with the Office of Management and Budget circulars, the Workforce Innovation and Opportunity Act (WIOA) and the corresponding federal regulations and state policies. The Fiscal Agent is responsible for responding to audit financial findings, maintaining proper accounting records and adequate documentation, and preparing financial reports. The Fiscal Agent must also provide financial assistance to subrecipients regarding fiscal issues.

The Fiscal Agent shall ensure that an audit of the Board's financial statements and schedule of expenditures of federal awards is conducted by an independent third-party auditor on an annual basis. Such audit shall also include a review of internal controls. The Fiscal Agent shall present the audit results to the CLEO and the Board annually.

E. Executive Director

Role: The role of the Executive Director is to oversee the operation and administration of the Central Iowa Local Workforce Development Board. The Executive Director is charged with assisting in carrying out the functions described in the local board for required functions.

F. One-Stop Operator

Selection of OSO: The Board shall select its OSO through a competitive procurement process at least once every three (3) years (WIOA Sec. 121 [d][2][A]). As part of that process, the Board must clearly articulate the expected role(s) and responsibilities of the OSO. When selecting the OSO, the Board shall comply with the federal procurement standards outlined in the Uniform Guidance, as well as any state or local procurement policies.

Conflicts with Title I Service Providers: The OSO will report any concerns or issues relating to conflicts of interest with any Title I service provider directly to Board or the Board Executive Director.

Duties: The primary role of the OSO is coordinating service delivery among the partners in the one-stop system. One-Stop Operators must comply with Federal regulations, and procurement policies, relating to the calculation and use of profits. The OSO will coordinate the service delivery of required one-stop partners and service providers. The OSO has no staffing authority over the hiring, firing, termination, promotion, etc. of staff members.

The OSO reports to the Board's Executive Director.

G. Title I Service Providers

Selection of Title I Service Providers: Providers of Title I Adult, Dislocated Worker and Youth programs will be competitively procured in accordance with federal and state policies.

Conflicts with One-Stop Operators: Providers delivering Title I Adult/Dislocated Worker services and Title I Youth services will report any concerns or issues relating to conflicts of interest with the OSO directly to the Board or the Executive Director to the Board.

If the Title I Adult/Dislocated Worker program provider and/or the Title I Youth program provider is selected to serve as the OSO, firewalls must be in place to ensure the staff members providing Title I services are not performing OSO duties and vice versa.

The work and performance of the Title I service providers shall be monitored by the Board Executive Director in accordance with the Board's monitoring policy. Any issues related to the provision of services by a Title I service provider shall be handled by the Executive Director of the Board, and a corrective action notice shall be issued. Should such issues not be resolved (or a plan for resolution be in place) within sixty (60) days of being identified, then the Executive Director will consult with the Board Chair, and outstanding issues will be addressed by the Executive Committee of the Board.

Reporting: Title I Service Providers report to the Board's Executive Director.

H. Board and Committees

Role in Conflicts: The Board will be responsible for all conflicts of interest oversight and monitoring activities, including but not limited to, imposing separation of duties and/or functions among individuals and entities party to this policy and restriction of access to physical and electronic information. Members of the Board will be required to recuse themselves/abstain from any vote where a conflict of interest exists. In the event of a conflict of interest with staff, such person will not be involved in any selection process, meetings, or discussions. All conflicts will be shared with the CLEO and the Board Chair. In the event the conflict involves the CLEO, the Board Chair will communicate with the Executive Committee of the Board. In the event the conflict involves the Board Chair, the CLEO will communicate with the Board Vice Chair and other Executive Committee members. When a conflict involves staff, the CLEO, Board Chair, and/or staff member(s) not involved in the conflict will assume the duties and functions of the aforementioned staff.

The Established Conflict of Interest Standards State: Members must neither cast a vote on, nor participate in any decision-making capacity on the provision of services by such member or any organization which that member directly represents nor on any matter

which would provide direct financial benefit to that member or that member's immediate family. Please see the Conflict-of-Interest Policy and 20 CFR 683.200(c)(5)(i) for more information.

Recusal from Vote/Quorum: The existence of a quorum is not affected by the recusal or abstention of a member if a quorum is initially present at the meeting. In situations where a member recuses himself/herself from a vote, any actions voted on after the departure of that member may still be passed as long as a majority of the initial quorum approves the action.

I. **Individuals and Organizations Serving as Staff to the Board**

Executive Director: The Executive Director is responsible for the day-to-day operations of the Board and is charged with all local board required functions. The Executive Director is also responsible for preparing all meeting notices, documentation, and correspondence for board members.

Fiscal Agent: The Agent is responsible for accounting and fund management functions and also provides regular financial reports to the Board. The fiscal agent does not have the authority to approve/deny funding and/or payments. The Fiscal Agent is hired by the Central Iowa Local Workforce Development Board and reports directly to the Executive Director of the Board.

LOCAL MONITORING AND OVERSIGHT POLICIES

Purpose

The purpose of this policy is to provide guidance and establish the Central Iowa Workforce Development Board's (CIWDB) standards regarding local oversight and monitoring of Workforce Innovation and Opportunity Act (WIOA) Title I programs, including Adult, Dislocated Worker and Youth. With guidance in accordance with Iowa Workforce Development ePolicy, this policy is intended to ensure that CIWDB and its designated Fiscal Agent, One-Stop Operator and WIOA Title I Service Provider operate programs and provide integrated service delivery efficiently and effectively in compliance with all applicable laws, regulations, uniform administrative requirements, and State and locally established policies.

Oversight Process

The roles and functions of the LWDB, Board staff, and fiscal agents in their oversight and monitoring processes. Monitoring and oversight will be conducted to measure compliance with WIOA regulations and policies. Monitoring will include a comprehensive examination of compliance issues cited in prior reviews and the determination of corrective measures taken to address and resolve those issues.

The Central Iowa Local Workforce Development Board and the Chief Elected Officials (CEOs) are responsible, in partnership, for oversight of all programs as the designated grantee. A monitoring report will be submitted annually to the Central Iowa Local Workforce Development Board and CEOs for review and possible actions. All problems must be resolved by prompt and appropriate corrective action (20 CFR 683.420(a)).

The entity, and the title of the individual, who shall be responsible for monitoring each program activity. The Central Iowa Local Workforce Development Board Executive Director and/or board support members will coordinate and/or execute monitoring of the contracted service providers, the one-stop operator and United States Department of Labor funded programs in the local area.

Through the LWDB staff, the board will conduct on-site reviews of policies, plans, and procedures governing all segments of program activities and operations at least once during the program year. Monitoring activities will analyze compliance with federal, state, and local administrative and financial requirements, policies, and procedures, and measure the performance goals for level of achievement. Monitoring activities may be conducted by independent entities to avoid any potential conflict of interest.

Responsible Representatives

1. The board executive director and board staff will perform the programmatic monitoring of the subrecipients, or designee, along with oversight of the fiscal agent.
2. The fiscal agent staff will be responsible for the oversight and monitoring of the service provider for fiscal operations.

Oversight may include, but is not limited to:

1. Administration and Governance
2. Workforce Development Program Delivery
3. Fiscal Management
4. Performance and Reporting Management
5. Additional review areas, as applicable

Reports will be provided to the members of the CIWDB and to the entity monitored.

A random sample of at least 10% of participant files will be reviewed to determine compliance with required federal, state, and local laws, policies, plans and procedures.

Full file and/or desktop reviews and monitoring documents will be utilized throughout the program year to allow reviewers and contractors flexibility in methodology to ensure a continuous improvement process can be maintained while providing technical assistance and training in a timely manner. Monitoring shall be conducted at least once during the program year.

A pre-award financial review or on-site post-award monitoring of contract service providers shall be conducted no later than 120 calendar days after the award of the contract. Pre-award financial reviews and on-site post-award monitoring of contract service providers shall be conducted according to state policy.

A variety of monitoring methods will be utilized. These may include questionnaires and/or interviews with customers, employers, One-Stop Operator, and Job Center staff. Monitoring reviews may include on-site visits to subsidized employer worksites as required, desktop reviews, as well as hard copy file reviews of participant and employer records. This will include comprehensive examination of compliance issues cited in prior federal, state, and local reviews.

Written monitoring reports shall be provided to the contractor after the completion of the review. As required by WIOA, when problems are identified, prompt and appropriate corrective action will be taken. A corrective action plan will be put in place and monitored by the board and/or board support on a regular basis to ensure that no further technical assistance is required.

Oversight Methods

CIWDB may utilize any of the following methods of monitoring oversight: It must conduct an annual risk assessment of each sub-recipient.

1. Random sampling
2. Risk assessment
3. Desk review
4. On-site visit
5. Questionnaires and interviews of customers, employers, One-Stop Operators
6. Customer satisfaction survey
7. Other necessary methods, as applicable

The CIWDB will submit the annual approved monitoring report and resolutions to IWD for review at the time of issuance. CIWDB will electronically submit new or updated documents, and monitoring reports and resolutions to: WIOAgovernance@iwd.iowa.gov.

Process for Addressing Disagreements

Should the sub-recipient disagree with any findings from the monitors, the sub-recipient has the right to submit a formal request in writing for a review to the LWDB executive director, along with justification and documentation in support of their request. The CIWDB executive director will provide a written response within 10 business days of the date the request was submitted. If a satisfactory decision cannot be agreed upon, the sub-recipient has the right to file a grievance with the Executive Committee. The Executive Committee will perform a review of all documentation and ask any clarifying questions and provide the LWDB's final decision on the issue within 20 business days of the sub-recipient's formal request.

All contracts shall be monitored by the CIWDB executive director and board staff and/or fiscal agent for each program, at least annually for all WIOA related grants.

The LWDB monitoring schedule and sample size will be in accordance with federal and state policies. Contractors will be notified of the intended dates and scheduled monitoring at least two weeks prior whenever possible.

The LWDB reserves the right to conduct unscheduled monitoring in conjunction with or in response to investigations of misfeasance and/or malfeasance or previous monitoring findings.

Financial Monitoring

The entity selected by the Central Iowa Chief Elected Officials (CEOs) to serve as the fiscal agent for the Central Iowa Local Workforce Development Board is responsible for the following functions:

1. Receive funds
2. Ensure sustained fiscal integrity and accountability for expenditures of funds in accordance with the Office of Management and Budget circulars, the Workforce Innovation and Opportunity Act and the corresponding Federal Regulations and State policies
3. Respond to audit financial findings
4. Maintain proper accounting records and adequate documentation
5. Prepare financial reports
6. Provide technical assistance to subrecipients regarding fiscal issues
7. Provide an annual audit report to the LWDB and CEOs
8. Provide documentation to the LWDB, CEOs and executive director to the board as requested

It shall be the responsibility of the Fiscal Agent to conduct an annual financial monitoring of the CIWDB contracted WIOA Title I Service Provider and One-Stop Operator. The Fiscal Agent will conduct oversight activities of financial systems, cost limitations and expenditures to ensure that grant funds and other assets are adequately safeguarded, and fund use is in compliance with OMB Circulars, Federal regulations, state, and local policy requirements. Such fiscal oversight activities used to determine contract service provider compliance include, but are not limited to the monitoring, evaluation, and auditing of one or more of the following:

General Requirement examples:

1. Administrative procedures
2. Procurement
3. Program income and reporting
4. Property accountability and safeguarding Record retention

Fiscal Controls and Accounting examples:

1. Audits
2. Cash disbursement compliance and documentation
3. Cash management practices
4. Closeout
5. Cost allocation plans and processes
6. Disallowed costs
7. Financial management systems
8. Internal controls

9. Generally Accepted Accounting Principles (GAAP) adherence
10. Payroll administration
11. Planning and budget methodologies
12. Reporting

Oversight examples:

1. Insurance coverage and risk exposure
2. Oversight functions
3. Policies

The Fiscal agent will develop its monitoring process including any tools, scheduling, and resolution processes. The Fiscal Agent will submit a report of fiscal monitoring to the Board including any funds recovered due to disallowed costs. When disallowed costs are found, the service provider is responsible for reimbursing the fiscal agent 100% of costs associated with the participant (service provider staff time not included). During the annual review, the Fiscal Agent will also monitor Service Provider's adherence to their contract. The Fiscal Agent will conduct a 120-day review of new Service Providers, or any Service Provider identified that may have a high risk of potential deficiencies.

The highest-ranking individual of the entity performing the monitoring activities will be responsible for ensuring corrective actions are taken when problems or issues are found. Corrective actions will be resolved within 20 business days, or a date agreed upon by the parties involved. Subsequent monitoring may be conducted, at the direction of the board, as needed to determine if a corrective action has been completed.

Disagreements

If a dispute arises involving the interpretation, implementation or enforcement of these policies, a complaint may be submitted in writing to the CIWDB executive director to the board within 30 calendar days of the date of the event or condition that is alleged to be in violation of WIOA.

The parties shall meet, in person and in good faith, to make every reasonable attempt to resolve the problem within thirty (30) days of discovering a material dispute. The parties agree that informal dispute resolution, including mediation, should an in-person meeting prove unsuccessful, shall be attempted prior to seeking formal recourse.

Risk Assessment

The CIWDB uses a Risk Assessment framework that mirrors the D.O.L. Core Monitoring Guides template. The use of a Risk Assessment supports 2 CFR 200.332 (c)–(i). It must, at a minimum:

- (a) Evaluate each subrecipient's fraud risk and risk of noncompliance with a subaward by reviewing; at least but not limited to:

- (1) The subrecipient's prior experience with the same or similar subawards;

- (2) The results of previous audits.
 - (3) Whether the subrecipient has new personnel or new or substantially changed systems; and
 - (4) The extent and results of any Federal agency monitoring
- (b) Monitor the activities of a subrecipient as necessary to ensure that the subrecipient complies with Federal statutes, regulations, and the terms and conditions of the subaward.
- (c) Verify that a subrecipient is audited as required by [subpart F of this part](#).
- (d) Consider whether the results of a subrecipient's audit, site visits, or other monitoring necessitate adjustments to the pass-through entity's records.
- (e) Consider taking enforcement action against noncompliant subrecipients as described in [§ 200.339](#) and in program regulations.

NON-DISCRIMINATION AND EQUAL OPPORTUNITY

The CIWDB prohibits, and will continue to prohibit, discrimination, and shall attempt to ensure that no person, otherwise qualified, is denied employment, services, or other benefits on the basis of: (i) political or religious opinion or affiliation, marital status, sexual orientation, gender, gender identification and/or expression, race, color, creed, or national origin; (ii) sex or age, except when age or sex constitutes a bona fide occupational qualification; or (iii) the physical or mental disability of a qualified individual with a disability.

The CIWDB will comply with Section 188 of the WIOA Nondiscrimination and Equal Opportunity Regulations (29 CFR Part 38; Final Rule December 2, 2016), the Americans with Disabilities Act (42 U.S.C. 12101 et seq.), the Non-traditional Employment for Women Act of 1991, titles VI and VII of the Civil Rights of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Discrimination Act of 1967, as amended, title IX of the Education Amendments of 1972, as amended, and with all applicable requirements imposed by or pursuant to regulations implementing those laws, including but not limited to 29 CFR Part 37 and 38. The CIWDB shall fully comply with the Iowa Civil Rights Act of 1965 as amended, Iowa Executive Order 15 (1973), as amended by Iowa Executive Order 1934 (1988).

LIMITED ENGLISH PROFICIENCY POLICY

1. Purpose & Policy Statement

The CIWDB is committed to ensuring meaningful access to programs, services, and activities for individuals with Limited English Proficiency, without discrimination based on national origin.

Pursuant to WIOA Section 188 and 29 CFR §38.9 and §38.40, recipients of WIOA Title I financial assistance must take reasonable steps to ensure meaningful access to programs and activities by individuals with Limited English Proficiency. This includes the development and implementation of written policies and procedures, such as a Language Access or LEP Plan, that outline how language assistance services will be provided to ensure nondiscrimination on the basis of

national origin. CIWDB's Limited English Proficiency Plan can be found at www.ciwdb.org/resources

2. Legal Authority

This plan complies with:

- Title VI of the Civil Rights Act of 1964
- Executive Order 13166: *Improving Access to Services for Persons with LEP*
- 29 CFR §38.9 (WIOA nondiscrimination provisions)

3. Needs Assessment

The CIWDB will use the Four-Factor Analysis to determine language assistance priorities:

1. Number/Proportion of LEP Individuals served or encountered.
2. Frequency of Contact with LEP individuals.
3. Nature & Importance of the program or service.
4. Resources Available and associated costs. All language assistance provided to participants will be free of charge.

4. Language Assistance Measures

- Oral Interpretation: At minimum, phone translation services will be available for prospective or enrolled participants.
 - It is the responsibility of the sub-recipient to maintain an appropriate contracted relationship to deliver this service.
- On-site Interpretation: Will be made available in any group setting serving 5 or more participants that speak the same native language. 1 on 1 on-site interpretation will be determined on a case-by-case basis informed by the participant's Observation Based Assessment (OBA).
- Written Translation: Vital documents will be translated into the appropriate language(s) when 5% or more of the eligible population has it as their native language. The CIWDB has included a language translation function on its website.
- Bilingual Staff: A list of bilingual staff will be created and maintained at least annually that can assist in translation or interpretation with clients.
- Signage: A multilingual notice of free language assistance will be present at any program site. Signage must be available in languages that exceed 5% of the eligible population.

5. Staff Training

- Annual training on accessibility requirements and the interpreter request process is required; training completion must be documented and provided to CIWDB during monitoring.;

- Sub-recipients must include cultural competency and confidentiality requirements in their appropriate job descriptions and employee handbooks.

6. Outreach & Public Notification

- “Free Language Assistance Available” statements will be in multiple languages on websites, flyers, and forms anytime appropriate. The CIWDB has included a language translation function on its website.
- These notes must be included in other languages when eligible participation exceeds 5%.
- The CIWDB will partner with community organizations serving LEP populations and expect the same of sub-recipients. Those resources at minimum should include WIOA Title II and any consortiums that exist in the area that serve ethnic community-based organizations. (ECBO)

7. Monitoring & Updating the Plan

- An annual review of LEP data and service usage will occur at the March Disability Access Committee (DAC) meeting.
- The DAC will adjust language assistance measures as demographics change.
- The committee will consult with local ECBO’s as part of the update and review process.

8. Complaint Process

- Complaint forms and instructions are available in multiple languages via the CIWDB website translation function.
- The local WIOA grievances and complain process is listed in local policies.

PRIORITY OF SERVICE

The CIWDB will adhere to all statutes, regulations, policies, and plans regarding priority of service, including, but not limited to, priority of service for veterans and their eligible spouses, and priority of service for the WIOA title I Adult program, as required by 38 U.S.C. §4215 and its implementing regulations and guidance, and WIOA sec. 134(c)(3)(E) and its implementing regulations and guidance. Partners will target recruitment of special populations that receive a focus for services under WIOA, such as individuals with disabilities, low-income individuals, basic skills deficient youth, and English language learners.

PROCUREMENT POLICIES AND PROCEDURES

The Central Iowa Workforce Development Board (CIWDB) will use a competitive process for the selection of service providers and the one-stop operator and to support continuous improvement through the evaluation of their performance and the re-competition of the service providers and one-stop operator every four years.

Competition is intended to promote the efficiency and effectiveness of the service providers and one-stop operator by providing a mechanism for the CIWDB to regularly examine performance and costs against original expectations.

In the procurement of the One-Stop Operator and Service Providers, the CIWDB will use the following methods through a competitive process:

1. Sealed Bids, (formal advertising), such as an invitation for bids (IFB)
2. Competitive Proposals, such as a request for proposals (RFP)

Sole source can only be pursued after a minimum of two attempts to competitively procure, including one attempt that combines the procurement of the one-stop operator with the selection of the Adult and Dislocated Worker service provider.

SOLE SOURCE

One-Stop Operator and Service Provider

The CIWDB may select a one-stop operator and/or Service Provider through sole source selection only under the criteria outlined in WIOA. The CIWDB must follow its local sole source policies and procedures, the Uniform Guidance, and State policy. If the CIWDB uses the sole source selection process, written documentation describing the entire process of making such a selection will be prepared and maintained.

Sole source procurement can only be utilized when:

1. The item or service is available only from a single source.
2. The public exigency or emergency for the item or service will not permit a delay resulting from competitive solicitation.
3. The Federal awarding agency or pass-through entity expressly authorizes noncompetitive proposals in response to a written request from the non-Federal entity.
4. After solicitation of several sources, competition is determined to be inadequate, whether for reasons of number or quality of proposals/bids.

If the CIWDB requests to use sole source procurement for one-stop operators and/or Service Provider must submit a formal request to Iowa Workforce Development electronically at: WIOAgovernance@iwd.iowa.gov.

The request must include justification that all other options were exhausted and identify the reason for sole source. The CIWDB will identify the timeline and the activities performed prior to the sole source request and must certify that all appropriate measures consistent with the WIOA and this policy have been taken.

The following documentation will be included with the request for sole source:

1. Copy of the RFP or IFB

2. Proof of the announcement medium used (newspaper, social media)
3. Documentation showing how long the announcement was posted
4. The name of the entity to which the sole source is to be awarded
5. Documentation showing that the entity has the capacity and ability to perform the one-stop operator functions, **OR**
6. Documentation showing that the entity has the capacity and ability to perform the functions required to provide career services and/or youth workforce investment activities.

Procurement Standards

The CIWDB will include appropriate protections from conflict of interest. The following requirements will be followed as part of the competitive process and include:

1. Written Policies and Procedures
 - a. Such policies and procedures must describe the competitive process for selecting a one-stop operator and the manner in which it will address the settlement of all contractual and administrative issues, such as protests, appeals, and disputes. The CIWDB will provide a competitive process for selection the One-Stop Operator and/or Service provider(s). All proposals or sealed bids received by the submission deadline will be initially reviewed for responsiveness and compliance with the specifications and requirements in the RFP/IFB. The proposals passing the initial review will be scored by the review committee according to the following criteria, with attention to clarity, completeness, and quality:
 - i. Cover Sheet
 - ii. Executive Summary
 - iii. Organization Overview
 - iv. Program Narrative
 - v. Budget & Budget Narrative
 - vi. Attachments
 - b. The CIWDB is required to complete the One-Stop operator and/or Service Provider(s) competitive process every four years. Six (6) months prior to the end of the four (4) years, the CIWDB will begin the procurement process in order to meet the guidelines.
For Service Providers: the CIWDB may extend the initial one-year contract for up to an additional three (3) years, in increments of one year, depending on program performance, availability of funds, and if it is determined to be in the best interest of the local area.
 - c. Appropriate Methods of Procurement for Competitions
 - i. As a non-federal entity, the CIWDB will use the following methods of procurement (described at 2 CFR 200.320):
 - ii. Sealed Bids
 - iii. Competitive Proposals
 - iv. Sole Source

2. Full and Open Competition

- a. A funding level range or an up to amount must be provided in the RFP that ensures the responsibilities in the Statement of Work can be performed.
- b. Such competition must be conducted for all procurement transactions.
- c. Written procedures must allow for sufficient time for all phases of the procurement process to be carried out in a manner that would not unduly restrict competition.
- d. The RFP must be open for a minimum of 20 business days.
- e. Pre-qualified lists must be current and include enough qualified sources to ensure open and free competition and must not preclude bidders and offerors from qualifying during the solicitation period.
- f. Procurements that are in excess of the simplified acquisition threshold (currently set at \$150,000 by 48 CFR 2.1) cannot use the small purchase procurement.
- g. Entities performing a competitive procurement must ensure the proposed costs of the one-stop operator are allowable, meaning that they are reasonable, necessary, and allocable.
- h. Restricting competition is not allowed. Activities that may be considered to be restrictive of competition include, but are not limited to:
 - i. Placing unreasonable requirements on firms for them to qualify to do business.
 - ii. Requiring unnecessary experience and excessive bonding.
 - iii. Non-competitive pricing practices between firms or between affiliated companies.
 - iv. Non-competitive contracts to consultants that are on retainer contracts.
 - v. Organizational conflicts of interest.
 - vi. Specifying only a “brand name” product instead of allowing “an equal” product to be offered and describing the performance or other relevant requirements of the procurement.
 - vii. Any arbitrary action in the procurement process.

Standards of Conduct

The CIWDB will uphold the following standards of conduct to ensure fairness, objectivity, ethical standards, and other related standards of conduct during all phases of the procurement process:

1. Mitigating apparent or real conflicts of interest. Conflicts of interest would arise when the employee, officer or agent, any member of his or her immediate family, his or her partner, or an organization which employs or is about to employ any of the parties indicated has a financial or other interest or a tangible personal benefit from a firm considered for a contract.
2. The CIWDB shall avoid organizational conflict of interest; CIWDB members and board personnel shall avoid personal conflict of interest and the appearance of conflict of interest in awarding the One-Stop Operator and/or Service Provider.

3. Disclosure of any real or apparent conflict of interest, whether individual, or organizational. Written standards of conduct must identify the process for recusal of individuals or organizations that are members of the CIWDB who disclose a real or apparent conflict of interest.
4. The announcements of solicitation requirements, including proposal evaluation factors which will be used to assess bids or proposals, will be released to all bidders at the same time.
5. Information given in response to a question from one bidder will be shared with all known potential bidders.
6. Any member of the CIWDB or board support involved in a procurement process will not be employed by any bidder for that same procurement.

Penalties, Sanctions, and Disciplinary Actions

The CIWDB will provide for penalties, sanctions, or other disciplinary actions for violations of standards of conduct by chief lead elected officials, board members, board staff, fiscal agent staff, bidders, service providers, contractors, vendors, or their agents.

Any attempt by a potential sub-recipient, service provider, or vendor to make any payment, gratuity, or offer of employment or kickbacks to any individual involved in a procurement process will lead to disqualification of that entity's proposal.

The CIWDB will maintain a description of the firewalls and internal controls to mitigate conflict of interest in circumstances including, but not limited to, situations where an entity acts in more than one role in the one-stop delivery system or performs more than one function in the procurement process, as well as situations where the non-federal entity uses a sole source selection.

Confidentiality of the Information Contained in the Proposals Submitted for Consideration

It is the policy of the CIWDB to prohibit ex-parte communication with any board member, board staff, consultants, or other persons serving as an evaluator during the procurement process. Respondents that directly contact board members or evaluators risk elimination of their proposals from further consideration. No individual who is a proposal evaluator will collaborate and/or communicate with any respondent.

Evaluators will be asked to sign a "Conflict of Interest Certification for Request for Proposal" stating they have not communicated or collaborated with any respondent. Any communication by telephone, email, letter, face-to-face conversation, or other off-the-record contact is strictly prohibited. Any discovered ex-parte communication will be provided to the Chair of the CIWDB and Chief Lead Elected Official for review and appropriate action. Bidders who improperly influence the proposal review and evaluation process in any way will be subject to disqualification.

No entity that develops or drafts specifications, requirements, statements of work, IFBs or RFPs, and proposal evaluations will be allowed to compete under the procurement.

Transparency and Responsibility

The procurement process must be conducted with transparency and responsibility from the planning phase to the closeout phase.

1. Information about the CIWDB selection and certification of both One-Stop and/or Service provider will be made available by electronic means and open meetings, in accordance with Sunshine Provision.
2. Information must be made available to auditors and Federal reviewers.
3. When selecting an entity as the one-stop operation, the CIWDB must consider the entity's programmatic and fiscal integrity, compliance with public policy, record of past performance and other factors that demonstrate transparency and responsibility.
4. The CIWDB must ensure that an entity is not debarred, suspended, or otherwise excluded from or ineligible to participate in Federal assistance programs or activities.

TRAVEL POLICY (SERVICE PROVIDER)

The service provider shall follow the travel policies set within the policies of the service provider's employer of record.

WIOA PARTICIPANTS GRIEVANCE AND COMPLAINTS PROCEDURES

Civil Rights

No action may be taken in selecting customers, in assigning them to services, employment or training site, or in exiting them from WIOA or from a WIOA activity if such action is based on discrimination with regard to race, color, national origin, political affiliation, or belief, religion, sex, disability, or age or marital status.

Additional Rights and Benefits

1. Each participant shall be assured of worker's compensation or of comparable insurance coverage, as appropriate.
2. Each participant, before starting WIOA sponsored services, training, or employment, shall be informed of all rights and benefits to which the customer may be entitled in connection with such training or employment. This shall be provided in a program orientation session.
3. Each participant will receive individualized counseling services and be an active partner in the development of an Individual Employment Plan (IEP) or Individualized Service Strategy (ISS), based on individual service strategies developed for the participant. The participant shall receive a copy of the IEP or ISS.
4. Participants will not be permitted to work, be trained, or receive services under conditions, which are unsanitary or hazardous in any way to their health or safety.

5. Each applicant/participant shall be informed of the complaint and hearing procedure applicable to the WIOA activity in which they are enrolled. The right to file a complaint about any aspect of WIOA is granted by law to all applicants and participants.

COMPLAINTS AND GRIEVANCES

These procedures are for individuals who have been denied access to WIOA Basic or Individualized Services. Service providers may provide customers with access to programs and services operated and administered by other organizations and agencies.

Applicants/clients/participants may file a complaint about any aspect of their WIOA participation. If an individual has a complaint or grievance about programs or services administered by other organizations and agencies, he/she may need to process the complaint or grievance in accordance with the rules and procedures in place for that entity. Except for complaints alleging fraud, criminal activity, discrimination or sexual harassment, complaints shall be made within one year of the alleged occurrence.

A Grievance May Be Filed if:

1. The grievance is regarding the WIOA programs or if there has been a violation of the law concerning a WIOA program and the filer was affected by that violation.
2. The individual seeking WIOA services was denied a program service or benefit for which he/she was eligible.

Types of Complaints Not Covered by These Procedures

1. WIOA is not an entitlement program. This means that even if an individual is eligible to receive services under these programs, the individual may be denied access to a specific service allowable under program rules. This is not considered a violation of the law and may occur, because:
 - a. There may not be sufficient funds to enroll an individual into a program or provide a service at the time of application or the time of need for the service.
 - b. Local Areas determine the types and mix of services to offer and may have decided not to offer a particular benefit or service. In such instance, there would be no grounds upon which to file a grievance. A copy of the applicable policy will be made available upon request.
 - c. Under WIOA there are eligibility requirements and prioritization criteria. Individuals who are seeking services but who do not meet the eligibility or prioritization criteria cannot be served with these funds.
 - d. Local Areas have the flexibility to impose requirements or to develop policies and procedures applicable to the programs and services. Requirements, policies, and procedures that have been adopted may restrict access to a program service or may limit the availability of a program service.

Complaint Procedure

Complaints must be filed within 180 days from the start date of the event or condition that is alleged to be a violation of WIOA.

Informal Resolution

Every attempt must be made to work things out informally before a grievance can be filed. Concerns must first be discussed with WIOA staff with whom the individual is currently working. If the matter is not resolved, a meeting with the Title I Director may be requested. This informal resolution process must be completed within 10 business days from the date the complaint was filed. If all parties are satisfied, the complaint will be considered resolved.

State and Federal Resolution

If an individual believes to have been subjected to discrimination under WIOA Title 1-financially assisted program or activity, a complaint may be filed within 180 days from the date of the alleged violation with either: the recipient's Equal Opportunity Officer (or the person whom the recipient has designated for this purpose);

Iowa State WIOA EO Officer
1000 East Grand Ave.,
Des Moines, Iowa 50319
Ph. (515) 281-8149

or

Director, Civil Rights Center (CRC)
U.S. Department of Labor
200 Constitution Avenue NW, Room N-4123
Washington, DC 20210

If a complaint is filed with the recipient, the filer must wait either until the recipient issues a written Notice of Final Action, or until 90 days have passed (whichever comes sooner), before filing with the Civil Rights Center (see address above). If the recipient does not provide a written notice of Final Action within 90 days of the day on which the complaint was filed, the filer does not have to wait for the recipient to issue that Notice before filing a complaint with CRC. However, the CRC complaint must be filed within 30 days of the 90-day deadline (in other words, within 120 days after the day on which the complaint was filed with the recipient). If the recipient does provide a written Notice of Final Action on the complaint, but the filer is dissatisfied with the decision or resolution, a complaint may be filed with CRC. The CRC complaint must be filed within 30 days of the date on which the notice of final action was received.

What Information Should a Complaint Contain

The complainant may also submit a written and signed complaint narrative, at any level, containing the information required under 29 CFR 38.73, which describes what a complaint must contain as follows:

1. The complainant's name and address (or another means of contacting the complainant);
2. The identity of the respondent (the individual or entity that the complainant alleges is responsible for the discrimination);
3. A description of the complainant's allegations. This description must include enough detail to allow the State WIOA EO Officer or the Director of the DOL CRC as applicable, to decide whether.
 - a. CRC or the recipient, as applicable, has jurisdiction over the complaint;
 - b. The complaint was filed in time; and
 - c. The complaint has apparent merit; in other words, whether the complainant's allegations, if true, would violate any of the nondiscrimination and equal opportunity provisions of WIOA or 29 CFR Part 38; and.
 - d. The complainant's signature or the signature of the complainant's authorized representative.

The complaint may be filed with the IowaWORKS EO Liaison to be forwarded to the State WIOA EO Officer for processing; at Iowa Workforce Development, 1000 East Grand Avenue, Des Moines, Iowa 50319-0209, Telephone 515-281-8149. Hearing Impaired dial 711. Or complainants may be filed with the U.S. Department of Labor, Director, Civil Rights Center, 200 Constitution Ave. NW, Room N-4123, Washington, DC 20210. Discrimination complaints must be submitted within 180 days. All discrimination complaints filed must be submitted within 180 days of the alleged violation. An extension of the 180-day filing period may be allowed by the CRC when the complainant demonstrates good cause. Filing a complaint at the state level shall be deemed to have occurred on the date that written notice is actually received by Iowa Workforce Development (IWD).

The State WIOA EO Officer shall accept and investigate only those discrimination complaints within IWD's jurisdiction alleging a violation of Section 188 of the WIOA or 29 CFR 38 by a respondent.

Equal Opportunity Is the Law Notice

It is against the law for this recipient of Federal financial assistance to discriminate on the following basis:

1. Against any individual in the United States, on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief, or,
2. Against any beneficiary of, applicant to, or participation in programs financially assisted under Title I of the Workforce Innovation and Opportunity Act, on the basis of the individual's citizenship status or participation in any WIOA Title I financially assisted program or activity.

The recipient must not discriminate in any of the following areas:

1. Deciding who will be admitted, or have access, to any WIOA Title I financially assisted program or activity;
2. Providing opportunities in, or treating any person with regard to, such a program or activity; or
3. Making employment decisions in the administration of, or in connection with, such a program or activity.

Recipients of federal financial assistance must take reasonable steps to ensure that communications with individuals with disabilities are as effective as communications with others. This means that, upon request and at no cost to the individual, recipients are required to provide appropriate auxiliary aids and services to qualified individuals with disabilities.

TITLE IB PROGRAMS

ADDITIONAL ASSISTANCE (YOUTH)

CIWDB identifies the following categories for Youth Needing Additional Assistance in addition to those outlined in State Policy:

1. Father of an unborn child, youth with no work history.

ADULT INCOME ELIGIBILITY

The CIWDB will allow adults who are employed to be enrolled in Intensive and Training services if they are low-income adults or adults who are earning under the local area's self-sufficiency definition.

ADULT MENTORING (SCREENING AND SELECTION)

The following is the selection and screening process for Adult Mentors in the CIWDB:

1. Mentors must be at least 25 years of age.
2. Mentors must pay for and complete a background check. Background checks must be within 90 days before beginning mentorship.
3. Mentor must complete a mentorship application, confidentiality statement, a rights and responsibilities agreement and provide background check results.
4. Mentor must complete an interview with the Youth Standing Committee.
5. Applications will be good for 90 days.

The CIWDB will screen the interested mentor based on application, background check, and interview. OR CIWDB could partner with other Agencies certified in Adult Mentoring Services.

CLOSING SERVICES DUE TO FRAUD

In the event an individual is found to have committed or attempted to commit fraud to receive services, the individual will be immediately notified by mail. The notification letter will include an explanation of the initial determination, and the individual will have 30 days to respond from the date of the letter. At the conclusion of the 30-day response period, a final determination of services will be made and written notification will be sent to the individual within five business days following the 30-day response period.

If it is found the individual did commit fraud to receive services, the participant's activities must be immediately closed. All circumstances related to the fraudulent act or attempt to defraud, along with the last date of services, must be documented and maintained in the IowaWORKS system.

CONTINUED ELIGIBILITY – ADULTS OR DISLOCATED WORKERS WHO ENTER THE WORKFORCE

The CIWDB adopts the State Standards for continued eligibility for adults or dislocated workers who enter the workforce.

DISLOCATED WORKER PROGRAM ELIGIBILITY

Unemployed as the Result of General Economic Conditions:

LWDBs must define the eligibility criteria for individuals who are unemployed as a result of general economic conditions in the community in which they reside or due to natural disasters, as defined by Local Workforce Development Boards (LWDBs).

If a self-employed individual becomes unemployed due to general economic conditions or natural disasters in the community in which the individual resides, the individual may be eligible to participate in the Dislocated Worker Program.

To be eligible based on economic conditions, one of the following factors must be present:

1. Individual resides in an area of substantial unemployment of a rate of 6.5% or higher.
2. Individual resides in a high-poverty area of 25% or higher based on US Census data.

To be eligible based on a natural disaster, the area in which the individual resides must have a disaster proclamation issued by the Governor of Iowa.

Individualized Career and Training Services:

A dislocated worker who has received notification of a layoff may receive individualized services regardless of current income if they meet all other eligibility criteria.

DISPUTE RESOLUTION

If a dispute arises, a complaint may be submitted in writing to the executive director to the board within 30 calendar days of the date of the event or condition that is alleged to be in violation of WIOA.

The parties shall meet, in person and in good faith, to make every reasonable attempt to resolve the problem within thirty (30) days of discovering a material dispute. The parties agree that informal dispute resolution, including mediation, should an in-person meeting prove unsuccessful, shall be attempted prior to seeking formal recourse.

ECONOMIC SELF-SUFFICIENCY

The CIWDB adopts the State Standard for Economic Self-Sufficiency.

ELIGIBILITY DETERMINATION FOR PARTICIPATION OF MINORS – OTHER RESPONSIBLE ADULT

The CIWDB does not authorize any additional responsible adults outside of those mentioned in the State Policy to authorize program participation for minors.

FINANCIAL NEEDS DETERMINATION POLICY AND PROCEDURES

The Financial Needs Determination (FND) will provide documentation for participation in Occupational Skills Training (OST) and/or entrepreneurial training. In addition, the FND will be used to justify support services, including the amount of unmet need. The Financial Needs Determination developed by the State will be used for all CIWDB Title I participants who are enrolled in Occupational Skills Training, Entrepreneurial Training or Support Services. When determining the amount of WIOA funds that will be obligated on behalf of a participant, only the Education and Related Expenses and the Education and Related Resources portion of the FND form will be utilized.

However, if a Title I participant is a Trade/Dislocated Worker co-enrolled, the actual household living expenses and resources, in addition to education and related expenses and resources, will be used in accordance with state guidelines.

Since both expenses and resources often change, the need for financial support of training will be reviewed annually at a minimum, or when significant changes in expenses, financial aid, or resources occur.

FOLLOW-UP SERVICES

Applicability

This applies to the CIWDB providers of WIOA Title I Adult, Dislocated Worker and Youth Providers.

Purpose

To provide CIWDB service providers with the guidance needed to do follow-up services for WIOA Title I Adult, Dislocated Workers, and Youth Providers.

Background

This Follow-Up Service policy provides guidance for those customers accessing services in the Central Iowa Local Area.

ADULT, DISLOCATED WORKER, AND YOUTH PROGRAMS

The Workforce Innovation and Opportunities Act (WIOA) follow-up services must be made available to all participants enrolled in the Adult, Dislocated Worker, and Youth programs up to the end of the 4th quarter after the exit quarter. Additional services may be available to participants beyond this period with LWDB approval. The types and duration of these services must be based on the needs of the individual. Follow-up services provide support and guidance after exit to facilitate sustained employment and educational achievement, advancement along a job and/or educational ladder, and personal development. Examples of follow-up services include:

1. Career Planning and Development
2. Educational Planning and Preparation
3. Leadership Development
4. Adult Mentoring
5. Work Related Peer Support Groups
6. Supportive Service (to meet participants employment goals)

If these services are provided, they should be documented on the participant's Individual Employment Plan (IEP). Follow-up services are not contacts or attempted contacts for the purpose of securing documentation for the case file in order to report a performance outcome, though all contacts or attempted contacts must be documented in case notes. Follow-up services are provided to ensure the participant is able to retain employment, achieve wage increases, and facilitate career progression. While a local area must have follow-up services available to all participants, every adult, dislocated worker, and youth will not need or want these services. It is not a requirement that local staff provide follow-up services to all participants unless these services are determined to be necessary. Program staff must document requests for follow-up services in IowaWORKS system case notes; and document all follow-up services provided as well as performance measure outcomes in IowaWORKS system.

Staff will no longer contact participants who do not want follow-up services and request that contact attempts cease. Case notes will document the participant's request, and staff will refrain from making any further contact.

Adult and Dislocated Worker

Follow-up services must be made available to all participants enrolled in the Adult and Dislocated Worker programs who are placed in unsubsidized employment, for up to 12 months after the first day of employment.

Youth

Follow-up services are critical services provided following a youth's exit from the program to help ensure the youth is successful in employment and/or postsecondary education and training. Follow-up services may include regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise.

Follow-up services for youth also may include the following program elements:

1. Supportive Services
2. Adult Mentoring
3. Financial Literacy Education
4. Activities that help youth prepare for and transition to postsecondary education and training
5. Career Counseling and Career Exploration Services

Follow-up services must be provided to all participants for up to a minimum of 12 months unless the participant declines to receive follow-up services.

Information from the youth follow-ups must be entered into the IowaWORKS system, quarterly following exit. All contacts and attempts to contact an individual for a follow-up must be entered into the system. Evidence of a minimum of 2 attempts to contact an individual not available must be documented in IowaWORKS to constitute a follow-up.

Services may end after a minimum of 4 unsuccessful attempts to contact the youth over the course of 90 days. Clear documentation in IowaWORKS needs to be provided in a case note. Items to include in the case note are what methods of contact were used and on what dates. If a youth participant cannot be located or contacted, it needs to be clearly stated in the documentation.

Exceptions to this Policy

Follow-up services may be provided beyond the 12-month period at the discretion of the LWDB. A request to continue services must be submitted to the Executive Director with justification of the extension. The types of services provided, and the duration of services must be determined

based on the needs of the individual and therefore, the type and intensity of Follow-up services may differ for each participant.

GEOGRAPHICAL PREFERENCE

The Geographical Preference for Central Iowa is that the participant must be a resident within the following counties: Polk, Story, Dallas, Boone, Madison, Warren, Jasper and Marion or attending one of the following local school districts: All Districts within the Heartland AEA and the Des Moines Area Community College boundaries. Preference is also given to those living outside of the LWDA but the Central Iowa AJC or satellite offices are the closest location to access America's Job Center services. For individuals living outside of these boundaries who request assistance from Central Iowa LWDB, approval must be requested/received from the WIOA area of residency and documented in the data management system.

INDIVIDUAL CAREER SERVICES

LWDBs must have policies identifying assessments to be used to determine eligibility and ensure eligibility determination procedures are consistent with state policies.

CIWDB will utilize the following assessments when necessary to determine eligibility:

1. TABE and/or CASAS

These assessments are approved for use by the National Reporting System.

INDIVIDUAL TRAINING ACCOUNTS (ITA)

Individual Training Accounts are the standardized methodology by which a participant's training costs are funded. It is the mechanism through which funds will be used to make payment only for Adults and Dislocated Workers for purchasing training services from eligible training providers. Participants have the opportunity to select an eligible training provider, maximizing participant choice, in addition to consultation from the participant's case manager. The participant will be referred to the selected training provider unless program funds are insufficient or exhausted. The Central Iowa enrollment selection process for an ITA will follow the same process as for selection into WIOA. For residents of the 8 counties in the Central Iowa local area, the actual implementation of an ITA will involve the Adult or Dislocated Worker service provider. ITAs are subject to cost limitations set for Occupational Skills Training (OST).

ITAs will be issued only for approved training programs, and only after career counseling (including Labor Market Information) has been provided by the case manager and documented in the Training Justification form.

All payments issued through an ITA must be warranted through the Financial Needs Determination (FND) as prescribed.

With regard to Individual Training Accounts and related training activities, the service provider will utilize either the ITA or existing contract shells to contract with training providers. As such means of payment as electronic transfer of funds through financial institutions, credit vouchers, purchase orders, credit cards or other appropriate measures become more fully defined in terms of employment and training initiatives. The provider will consider transitioning from the contractual approach to these other means.

In terms of limits of individual funding and duration of funding for an ITA for the WIOA Title I Adult and Dislocated Worker services program, it is expected that funds will be obligated to a maximum of \$5,000 per program year for a maximum of 2 years per participant in occupational skills training. This may be waived and extended by the CIWDB Executive Director when unusual circumstances occur.

Effective 7/1/2022

INELIGIBILITY TO RECEIVE SERVICES

On the date that an individual is found ineligible to receive services, the individual will be mailed a letter stating why they are ineligible and providing them 30 days to respond to correct the ineligible status. A final determination will be made after the 30 days have expired and the individual will be mailed a letter within 5 business days stating the final determination of services.

OBJECTIVE ASSESSMENT (OBA) TOOLS

The objective assessment process collects information upon which a participant's Individual Employment Plan (IEP) or Individual Service Strategy (ISS) will be based. Objective assessment may be completed using any combination of structured interviews, paper and pencil tests, performance tests, work samples, behavioral observations, interest and/or attitude inventories, career guidance instruments, aptitude tests and basic skills tests.

One, or a combination, of the following assessments will be utilized as part of the Objective Assessment Process: TABE, CASAS, Aleks, Career Coach, NCRC, O*Net Interest Profiler, CAPS/COPS/COPEs. Assessment tools are evaluated on an ongoing basis by the Title I Service provider. The selection/additional of actual instruments will occur throughout the course of enrollment.

OCCUPATIONAL SKILLS TRAINING (OST)

The purpose of OST is to provide individuals with the technical skills and information required to perform a specific job or group of jobs. All participants who are enrolled in OST must apply for any financial assistance for which they may qualify, including Pell Grants. For purposes of this requirement, financial assistance does not include loans.

To ensure equitable treatment, participants in the adult and dislocated worker programs participating in OST must fill out the Financial Needs Determination (FND) form in cooperation with their case manager. The FND will provide documentation for participation in institutional skills training. In addition, the FND will also be used to justify support services, including the amount of unmet need.

The FND developed by the State will be used for all CIWDB WIOA Title I participants who are enrolled in Occupational Skills Training and/or Support Services. When determining the amount of WIOA Title I funds that will be obligated on behalf of a participant enrolled in Adult or Dislocated Worker training, only the Education and Related Expenses and the Education and Related Resources portion of the FND form will be utilized. For participants co-enrolled in Trade/WIOA Title I, the actual household living expenses and resources in addition to education and related expenses and resources will be used in accordance with state guidelines.

1. Actual cost of tuition up to a maximum of \$5,000 per program year
2. Books may be paid for through the contract with the local school. If possible, books should be charged at the local bookstore.

NOTE: Tools/equipment required by a training institution or an employer for enrollment into a specific course or OJT are an allowable cost. Tools/equipment are considered a training expense and may be provided in addition to ITA or OJT funding. Tools/equipment may not exceed \$2,000. *Tools/equipment may be purchased only when required by the school or employer for all students/employees in that course/job.* (Under special circumstances, the CIWDB Executive Director may allow exceptions.)

Effective 7/1/2022

ON-THE-JOB TRAINING (OJT)

On-the-Job Training (OJT) occurs when the objective assessment indicates that this will be the best process to meet the participant's needs. Specific training lengths are determined by input from the employer as to the training time needed according to the skill level of the job and by the participant's past work experience and vocational training background.

Participants will be enrolled in specific On-the-Job Training that meets their needs and the criteria established by the CIWDB. Upon development of this training, the employer will complete a pre-award survey determining specific job skills to be learned and other information needed by the administrative entity to determine if a contract will be written.

EMPLOYER ELIGIBILITY

OJTs will not be written with temporary help agencies or employee leasing firms for positions which will be "hired out" to other employers for probationary, seasonal, temporary, or intermittent employment. The only instance in which a temporary employment agency may serve as the employer of record is when the OJT position is one of the staff positions with the agency and not a position that will be "hired out."

In situations where an employer refers an individual to the Title I program for eligibility determination with the intent of hiring that individual under an OJT contract, the referred individual may be enrolled in an OJT with the referring employer only when the referring employer has not already hired the individual, an objective assessment and the IEP have been completed and support the development of an OJT with the referring employer.

An OJT contract will not be written with an individual's current employer. The Title I Director may allow exceptions to this rule if an OJT with an individual's current employer would allow them to move from a part-time or temporary status to a full-time permanent status **-and-** the OJT is for a position that is substantially different than the individual's current job with that employer. If a participant is currently on an OJT contract with an employer and has a job classification change, a contract modification will be written to reflect that change. Specifics of job duties, training hours required, and other changes will be negotiated with the employer. The SVP codes will be utilized as well as the input of the employer to determine how much additional training time could be authorized with approval of the Title I Director.

Prior to re-contracting with an OJT employer, the past performance of that employer will be reviewed. An OJT contract will not be entered into with an employer who has failed to provide OJT participants with continued long-term employment as regular employees with wages and working conditions at the same level and to the same extent as similarly situated employees. OJT participants that voluntarily quit, or are terminated for cause, or are released due to unforeseeable changes in business conditions, need not result in termination of employer eligibility for future OJT contracts.

Re-contracting procedures will consist of the following:

Prior to re-contracting with an employer, a review process of past performance will be conducted. A criteria checklist will be used to determine whether to use an employer as a training site for an OJT. The following will be included in the checklist:

1. Does an employer consistently meet training goals and provide adequate training in key skill areas to be learned on the job?
2. Is there a pattern of transition of trainees to employment at the end of a contract, not including those terminated for good cause as identified? (After at least 3 contracts, at least a 65% retention rate).
3. Is there a pattern of retaining an employee who completed training past the 90- day follow-up? (After at least 3 contracts, at least a 65% retention rate).
4. Is there evidence of good safety procedures/conditions in place? Does the company conduct training as stated in the Hazardous Materials Act? (Businesses will be toured prior to development of a contract to determine above).
5. Has the employer in past contracts cooperatively provided documentation needed in a timely manner to meet monitoring and auditing needs?
6. If the employer refused to provide necessary auditing or monitoring information, such as payroll records, time sheets/cards, etc., no additional contracts will be written.
7. If the employer in the past, has not cooperated and if conditions have changed, i.e., management, personnel, or procedures, this may warrant another trial contract to be negotiated.
8. After any allegation that an employer has failed to provide adequate training in key skill areas as called for in the contract, the program supervisor/designee will meet with the employer to address the problem. If the allegation can be substantiated and cannot be resolved satisfactorily, no additional contracts will be written until a resolution occurs.
9. When, after touring a prospective training site, unsafe working conditions are found to exist, or safety procedures are not in place, or they do not appear to be in compliance with the Hazardous Materials Act, administrative entity staff will discuss the problem with the employer. If the employer agrees to rectify the problem by developing safety procedures or removing the unsafe or unsanitary working conditions the contract could be written. If a subsequent check indicates that no effort is being made to address the problem, no additional contracts will be negotiated until all safety concerns are fully resolved.
10. When after a minimum of 3 contracts an employer fails to meet a 65% retention rate (except those terminated for good cause) at the completion of the contract or follow-up, no additional contracts will be written. (Examples of good cause are: absenteeism, disciplinary problems, lack of progress, etc.).
11. When after it has been conclusively proven that an employer had intentionally altered claim forms, time sheets, payroll records, evaluation, or other records to defraud the program of funds, no additional contracts will be written.
12. An employer that has been excluded from OJT contracting because of the requirement described above may again be considered for an OJT placement one year after that

sanction was imposed. In this re-contracting situation, if the employer fails to retain the participant after the OJT ends, and there is no apparent cause for dismissing the employee, the employer will not receive any future OJT contracts.

OJT LENGTH

Final approval of the length of an OJT contract and the reimbursement rate will be approved by a Program Supervisor. Current reimbursement rate is fifty percent (50%) of training hours worked; however, contingent upon barriers to employment or high budgetary obligations and CIWIB approval, the reimbursement rate may be increased or reduced. The maximum reimbursement amount is \$10,000.00.

The general length of the On-the-Job training contracts is based on skill, i.e., the higher the skill, the longer the contract. The number of hours is determined by using information coded in two Department of Labor publications (1) O*NET, Dictionary of Occupational Titles, or Career InfoNet and (2) Specific Vocational Preparation Estimates (SVP). To determine the length of training, the following chart will be used:

SVP Level	Hours
1	80
2	160
3	520
4	1040
5	2080
6	4160

These figures should be considered as a departure point for determining actual WIOA training hours. If the total number of training hours for the OJT position cannot be provided during the maximum contract length allowable, as many training hours as possible will be provided.

The following factors will be used to modify the length of an OJT should specific circumstances exist:

1. If the pre-award employer request for On-the-Job Training indicates a shorter training length is appropriate, then the shorter training length will be used.
2. If a client has previous work experience or classroom training in that job title, the actual length of an OJT contract will be reduced by 40 hours for every one month of previous work experience or classroom training in that job title. If less than one month, the contract will be reduced by 10 hours for each week.
3. If the participant has had some hours of job specific classroom training in that field as part of other job specific training, the OJT will be shortened by the hours of that specific related IST time. The Service Provider will reduce each OJT by 40 hours for each month of previous directly related training and/or directly related work experience. Previous training or experience which occurred so long ago that skills gained from that experience

are obsolete may be disregarded to the extent that those skills need to be relearned or reacquired.

4. Under normal conditions, an OJT contract may not exceed 26 weeks in length.
5. Additional training time above the actual length of an OJT contract can be allowed if approved by the CIWDB executive director when extenuating circumstances exist, such as a client who is disabled, an older individual (55 years or older) or a member of other targeted groups or having a barrier to employment. The contract length can be extended to a maximum of 50% above the actual length of the contract to a maximum of 26 weeks.
6. Part-time OJT contracts are permitted if approved by the Program Supervisor for participants who are disabled, older individuals (55 years of age or older), members of other targeted groups who are able to work only part-time, or in-school youth participants. Part-time contracts may be written for a length of up to 499 hours and a maximum twelve (12) months' time period.

Part-time OJT's can be written in conjunction with OST training when the employment goals at the end of the training are substantially the same, or the OJT experience would aid the IST graduate when beginning the work search, or the OJT would become full-time upon completion of the IST.

Part-time OJT's can also be written if they meet all other criteria and will become full-time positions by the end of the training period. If part-time OJT's are written, training costs will be reimbursed at the same rate as full-time OJT's, using the same SVP conversion rate.

A minimum of 160 hours has been established for On-the-Job Training length except in the case of adjusted training lengths due to classroom training or past work experience in this field. In these cases, a minimum of less than 160 hours of On-the-Job Training may be justified.

OJTS FOR EMPLOYED WORKERS

OJT's may be written for employed workers when the following additional criteria are met:

1. The employee is not earning a self-sufficiency wage as defined by the local area; 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 in the local plan.

OTHER ON-SITE TRAINING

Actual training costs above and beyond the training normally provided by the employer, to regular employees, may be reimbursed by Title I, as well as participant support services which allow the participant to receive the training.

The employer will be responsible for the service provider's fees and may be reimbursed for this additional training based on pre-approval by the service provider staff. Cost of actual training hours may be reimbursed to the employer at the normal reimbursement rate if the participant is receiving wages during that training time.

WAGES AND BENEFITS

Payment to employers is compensation for the extraordinary costs of training participants, including costs of classroom training and compensation for costs associated with the lower productivity of such participants. The appropriate payment by WIOA Title I is fifty percent (50%) of the wages paid by the employer to the participant during the period of the training agreement. In limited circumstances, the reimbursement may be up to seventy-five percent (75%) of the wage rate of the participant when the conditions outlined in ePolicy are taken into consideration. Wages are considered to be monies paid by the employer to the participant.

Wages do not include tips, commissions, piece-rate based earnings or non-wage employer fringe benefits. Reimbursement will be a percentage of the regular hourly rate for actual hours worked including overtime hours. Under no circumstances will overtime rates or holiday rates be reimbursed.

Since OJT is employment, State and Federal regulations governing employment situations apply to OJT. Participants must be paid wages not less than the highest of Federal or State Minimum Wage or the prevailing rates of pay for individuals employed in similar occupations by the same employer.

An OJT contract may be modified when the employer notifies the specialist of training wage increases if the budget allows. However, if the career planner is not informed in advance of that change, there is no requirement on the part of WIOA to reimburse for the difference.

Work Experience

CIWDB adopts current state policy for WEP worksite eligibility and length of training.

Wages for paid WEP activities should correlate with the prevailing wage of the most closely aligned position.

CIWDB adopts and expands on current state guidance regarding paying participants engaged in paid WEP activities for time spent in other activities under “certain conditions”. Locally, this sort of payment is allowable based on funding availability and the following conditions:

- o A participant’s engagement in paid WEP activities must account for at least more than fifty percent (50%) of the time the participant is scheduled to be active in training activities.
- o The other activity must be an allowable WIOA Title I training activity designated by CIWDB and intentionally designed to support the successful completion of the paid work experience. This includes but is not limited to English Language and Integrated Vocational Training (ELT) and Remedial and Basic Skills Training (RBS).
- o The participant must be enrolled and active in both the paid WEP and the other training activity simultaneously.

- o All training activities must be documented on the participant's IEP/ISS and as elsewhere required in the case management system.
- o Coordination of the other training activity with the paid work experience should be included as part of the Work Experience Agreement or otherwise documented in the case management system.
- o Supporting documentation for this sort of payment (invoices, paystubs, transfers, etc.) must be made available (uploaded) in the case management system.

Effective 05/30/2025

ONLINE (DISTANCE TRAINING) POLICY

Online and distance training programs on the approved Eligible Training Provider List (ETPL) are allowed by the CIWDB if training justification and financial needs determination are met.

Effective 6/21/2022

UNDEREMPLOYED INDIVIDUALS

CIWDB Outlines the following criteria to qualify as an Underemployed Individual under the Adult and Dislocated Worker Programs:

1. Currently employed on a less than full time basis and is seeking full time employment.
2. Currently in a position that is below their level of skills and training.
3. Currently does not meet the definition of a low-income individual, but their current job's earnings are not sufficient compared to their previous job's earnings from their previous employment. Must be at 80% or below previous earnings.

SUPPORT SERVICES AND CIWDB LIMITS

Supportive service payments may be provided, when necessary, to enable a participant to participate in a WIOA "Title I" activity or a partner activity. Support service payments can be made only when the participant is unable to obtain the service through other programs providing such services. Supportive service payments can be made only for eligible program participants when:

- There is a documented need for said supportive service AND
- The participant is unable to reasonably obtain the service through referral to other local resources providing such services.

The American Job Center partners will work in conjunction to ensure that duplication of services does not happen for co-enrolled participants. For participants co-enrolled in programs administered locally (WIOA Title I, etc.) the following needs to be documented (via case notes, data entry, and upload of supporting documents) in the case management system (i.e. IowaWORKS):

- Coordination and communication between the applicable Sub-grant Recipients/AJC partners.
- Referral by one or both service providers to appropriate community resources as applicable
- Funding sources tied to or used for the supportive service payment (if any)
- Recording of the supportive service activity by the Sub-grant Recipient/AJC partner that funded and provided the supportive service

There are local support cap maximums for support services. Caps listed (unless otherwise denoted) are per participant per activity category, per program year (generally; July 1 to June 30). Support caps can be altered with the written permission of the CIWDB executive director and documented in the data management system.

LWDBs must define the procedures for referral to such services, including how such services will be funded when they are not otherwise available from other sources:

Individuals seeking assistance undergo an initial assessment to determine their needs and barriers to employment. Based on the assessment, staff develop an Individualized Employment Plan or Individualized Service Strategy (IEP/ISS). The IEP/ISS outlines the supportive services that may be required to assist in the participant's job search or training goals.

Once the needed supportive services are identified, the staff member refers the individual to available, appropriate service providers. Community resources including local community-based organizations, charities, and non-profit organizations, are required to be considered first for

referral of supportive services. This may involve direct communication with the provider or providing the participant with information on how to access these services. To the extent reasonable and readily available community resources will be utilized to cover costs of needed supportive services. Workforce grant programs (including WIOA Title I) may cover any remaining balance(s) depending on applicable regulations and up to established local support cap maximums.

The following additional resources are strongly encouraged for support service referrals:

- General Assistance - United Way of Central Iowa's 211
- Dependent Care (DPC)- Department of Health and Human Services
- Financial Assistance (FAS) - Department of Health and Human Services if housing assistance is requested – LiHEAP if energy assistance is requested.
- Clothing (CHG) - Dress for Success or Man on the Move for interview/work clothing
- Transportation (TRN) - Des Moines Area Regional Transit Authority (DART)
- Educational Assistance (EST) and Educational Testing (EDT) - FAFSA and other grants/scholarships/work-study programs awarded through their (potential or current) training provider or other public/private entities
- Healthcare (HLC)- Personal health or government-subsidized insurance coverage (Health Insurance Marketplace via healthcare.gov) or the Department of Health and Human Services

All attempts to find other supportive service funding and the reasons for needing WIOA funding must be documented in the IowaWORKS system.

Title I sub-recipient entities must have a process in place and document all supportive service payments have been verified as received by the appropriate vendor and provided on behalf of the appropriate participant.

Financial Literacy activity services are not required for supportive services funded by WIOA Title I. However, it is recommended that all participants are assessed for financial literacy during their Objective Assessments (OBA). No exceptions to limits for supportive services will be granted by the Executive Director without documentation of completed financial literacy training.

CLOTHING (CHG)

Payments for items such as uniforms, clothes, and shoes that are necessary for participation in WIOA Title I activities, including interviewing, employment, or work experience, are allowable. The maximum expenditure for these items is \$400.00 per activity and \$800.00 maximum per enrollment.

Protective gear items are allowable. The maximum expenditure for this is \$1,300 per enrollment.

Payments will be made directly to the vendor.

DEPENDENT CARE (DPC)

The cost of dependent care from licensed care providers agreed upon by the participant and career planner is allowable. Dependent care includes care for children or adults. Higher rates may be allowed in special cases, including, but not limited to, care of an infant, sick child, or person with a disability. If an unemployed parent (other than the participant) of the child(ren) resides in the home, no childcare support will be provided. DPC should be used when the participant is not eligible for, or is pending approval of, Child Care Assistance through DHS/PROMISE JOBS. It may be used to pay the remaining balance to a licensed provider after DHS assistance has been applied.

DPC may be used to assist participants with additional study time while enrolled in post-secondary education, at a ratio not to exceed one classroom hour to an additional two study hours.

DPC may reimburse up to the full advertised rate of the licensed childcare provider.

The maximum expenditure is \$9,000.00 per participant per program year.

Payments will be made directly to the vendor or service provider.

EDUCATIONAL ASSISTANCE (EST)

Assistance with books, fees, school supplies, and other necessary items for students enrolled in post-secondary education classes is allowable. The maximum expenditure is \$2,000.00 per program year.

EDUCATIONAL TESTING (EDT)

Assistance with educational testing required for participation in WIOA "title I" activities is allowable. Some examples of education testing include, but are not limited to, high school equivalency testing and vocational testing. If required for employment, the costs for licenses and application fees are allowable. The maximum expenditure is \$1,000.00 per participant per program year.

Payments may be made directly to the testing agency or reimbursement to the participant if unable to pay the testing agency directly.

FINANCIAL ASSISTANCE (FAS)

The purpose of Financial Assistance Payment is to make a payment to a service provider or vendor on behalf of a participant. This payment is used to cover an emergency financial need of a participant that, if unmet, would prevent the participant from participating in WIOA "Title I" activities or maintaining employment.

FAS may be used for such things as: housing assistance, auto repair, eyewear repair, and other critical participant needs.

Preventative maintenance for cars, such as oil changes and tire rotations, are not eligible for FAS. Any automotive repair considered for supportive service payments under this category must procure supporting documentation denoting participant ownership and use of the vehicle to participate in program or job search activities. Any automotive repair considered for supportive service payments under this category that exceed \$500 must have at least two quotes from distinct local vendors.

FAS may not be used to pay any type of fines or penalties imposed because of failure to comply with any federal, state, or local law or statute. The maximum expenditure is \$1,000.00 per participant per program year.

Payments will be made directly to the service provider or vendor. For vehicle repair, costs of parts to be installed by the participant or a third party are not eligible for FAS.

Effective 05/30/2025

HEALTH CARE (HLC)

Health care (HLC) assistance could be made available to participants when lack of assistance will affect their ability to obtain or maintain employment, or if it is a requirement of an educational program. This supportive service will be used only when there are no other resources available to the participant.

The maximum expenditure is \$500.00 per participant per program year.

Payments will be made directly to the health care provider.

Effective 05/30/2025

MISCELLANEOUS SERVICES (MSS)

Miscellaneous Services (MSS) is intended to provide assistance to participants with support services needs that are not covered through existing support service categories or in conjunction with existing support service categories, in order to support their career plan. The cost of

The following costs are allowable, unless funds are available from other resources:

- o Bonding, if it is an occupational requirement. It should be verified that the participant is bondable before the participant is placed in training for that occupation.
- o Legal aid services.
- o Required equipment (such as tools) is an allowed MSS expense if they are required for their WIOA "Title I" sponsored program. This includes computers, laptops and tablets.
- o Employment related fees such as drug testing, background checks.

The limit is not to exceed \$1,000.00 per participant per program year. The WIOA service provider program manager must approve all MSS expenses.

Effective 05/30/2025

NEEDS-RELATED PAYMENTS

Needs-related payments are not allowed in the Central Iowa LWDA.

PAYMENT OF SUPPORT SERVICES BASED ON TIME AND ATTENDANCE

It is the policy of the CIWDB that support services claims for transportation and childcare, which are documented by time and attendance, will be paid when the time and attendance form is received within 21 days of the last date of attendance listed on the form. If this form is received more than 21 days past the last date of attendance, support services for this time period may not be paid.

NOTE: Under special circumstances, the CIWDB Executive Director may allow exception encompassing all services and amounts. Any exception allowed by the CIWDB Executive Director will be consistent with all WIOA statutory and regulatory requirements and all requirements set forth in a National Emergency Grant (if applicable). In the case of an NEG, exceptions must also be approved by the State Dislocated Worker Unit.

SERVICES FOR INDIVIDUALS WITH DISABILITIES (SID)

The costs of special services, supplies, equipment, and tools necessary to enable a participant with a disability to participate in an education or employment-related activity are allowable. It is not an allowable use of WIOA Title I funds to make capital improvements to a training or

worksite for general compliance with the Americans with Disabilities Act requirements. The maximum expenditure is \$1,000.00 per participant per program year.

Payments will be made directly to the service provider or vendor.

Effective 05/30/2025

STIPENDS (STI) YOUTH ONLY

When an employer-employee relationship does not exist, a stipend may be used as an allowable payment for participation in activities such as occupational skills training or classroom activities, including high school equivalency preparation, work readiness, or employability skills training.

Stipends will be used for Youth who have an additional or subsistence cost incurred by participating in any of the 14 youth elements.

CIWDB awards a stipend of \$50.00 per week to students meeting a minimum attendance threshold for HiSET classes.

Stipend payments may not be paid for more than 8 weeks total. \$400 MAX per program year.

A stipend of \$50.00 per class may be awarded for attending and successfully completing any class directly related to the 14 youth services, including, but not limited to, occupational skills training or classroom activities, including high school equivalency preparation, work readiness, or employability skills training. Up to a maximum of \$250.00 per program year.

Stipends payments will be made by check directly to the participant only.

Effective 05/30/2025

SUPPORTED EMPLOYMENT AND TRAINING (SET)

Supported Employment and Training payments are allowable to provide individuals requiring individualized assistance with the one-on-one instruction and with the support necessary to enable them to complete occupational skill training and to obtain and retain competitive employment.

SET may only be used in training situations that are designed to prepare the participant for continuing non-supported competitive employment.

SET may be conducted in conjunction with experiential learning activities. An example of SET used may be the hiring of a job coach to assist an individual who has been placed in competitive employment.

The length of a Supported Employment and Training contract may not exceed six months. The service provider must have an established rate for the service and charges must be in the same manner and at the same rate as other entities purchasing similar services. Maximum expenditure is \$1,000.00 per participant per program year.

Payments will be made directly to the service provider or vendor.

Effective 05/30/2025

TRANSPORTATION (TRN)

The cost of transportation necessary to participate in WIOA "Title I" career and training services, as outlined in the Individual Employment Plan (IEP) or Individual Service Strategy (ISS), is allowable. It may also be provided to assist with transportation to employment for up to one month.

Assistance can consist of per mile reimbursement, gas cards, bus passes, ride-hailing or taxi services, and bicycle purchases. (Bicycle purchases only are capped at \$250.00 per participant per enrollment).

Transportation reimbursement for mileage will be made by check directly to the participant only. All other payments will be issued directly to the vendor or service provider.

Documentation for supportive service payments (invoices, receipts, transfers, etc.) must be made available (uploaded) in the case management system (i.e. IowaWORKS).

The maximum expenditure for transportation services, excluding the purchase of bicycles, is \$1,000.00 per participant per program year.

The maximum mileage reimbursement is the current Iowa Department of Administrative Service rate. (As of 7/1/22 that rate is \$.50/mile).

The maximum expenditure is \$1,000.00 per participant per program year.

Effective 05/30/2025

YOUTH INCENTIVE PAYMENTS (YIP)

Youth Incentive Payments (YIP): Incentive payments to youth participants are allowed for recognition and achievement directly tied to training activities and experiential learning activities. Incentive payments must be:

1. Tied to the goals of the specific program.
2. Outlined in writing before the commencement of the program that may provide incentive payments.
3. Align with the local program's organizational policies and
4. In accordance with the requirements contained in the Uniform Administrative Requirements 2 CFR 200.

Youth Incentive Payments are as follows:

1. High school diploma attainment - \$200.00
2. HiSET attainment - \$200.00

3. Achievement of Basic Skills or Benchmark Goal as identified on the ISS (per goal - \$100.00. \$200 MAX per year)
4. Completion of 30 hours of volunteerism or leadership activity in connection to career exploration - \$200.00. \$200 MAX per year)
5. No unexcused absences for subsidized or unsubsidized employment in a month – minimum of 8 shifts. \$150.00 (\$300 maximum per year)
6. Achievement of any industry-recognized credential on the Iowa Department of Education’s “approved list for school districts.” - \$100.00 (\$200 per year)
7. Achievement of a One- or two-year diploma through post-secondary education. \$250
8. Employment with the same employer in the 2nd quarter after exit - \$200.00
9. Employed with the same employer in the 4th quarter after exit - \$200.00

Youth Incentive Payments will be made by check directly to the participant only.

Effective 5/30/2025