

## **I. INTRODUCTION**

### **A. PURPOSE**

The purpose of this manual is to provide policy guidance and interpretation of Federal and State workforce laws, and to assure consistency in operations among WIA program operators and employees. This manual is intended for use in conjunction with Federal and State laws and regulations.

### **B. HISTORY**

The Workforce Investment Act (WIA) was passed by Congress in 1998 as a reform to federal job training programs. The Act created a new comprehensive workforce investment system. The system created by the Workforce Investment Act is intended to be customer-focused. It is intended to assist job seekers in accessing the tools that they need to manage their careers through information and high quality services. WIA is also intended to assist U.S. companies in finding skilled workers.

WIA was designed to permit communities and states to build a workforce investment system that recognizes individual choices, is reflective of local conditions and results in increased employment opportunities, skills, earnings and job retention of participants.

### **C. WORKFORCE ESCAROSA'S COMMITMENT TO CUSTOMERS**

#### **1. Vision Statement**

Our region is recognized for its economic growth, driven by flourishing businesses and a skilled workforce.

#### **2. Mission Statement**

We help businesses succeed by linking them to the workforce development resources they need.

#### **3. Statement of Values**

- a. Integrity.** Our commitment to always do the right thing guides our decisions every day.
- b. Accountability.** Each of us recognizes our responsibilities and we use measures to show our success.
- c. Teamwork** We work together with a variety of partners to achieve our mission.
- d. Diversity.** We believe that diversity makes us stronger and we welcome those who challenge us to see things differently.

- e. **Professionalism.** We treat everyone with respect, courtesy and personal attention.
- f. **Leadership.** We lead by example within our organization and throughout the community.
- g. **Innovation.** We continually seek new solutions and better ways to do our jobs.

#### **D. ONE-STOP CENTERS**

Workforce Escarosa operates three One -Stop Centers in Escambia and Santa Rosa Counties.

##### **1. One-Stop Center, Pensacola**

3670-A North L Street  
Pensacola, FL 32505

Hours of operation: Monday - Friday, 8:00 am - 5:00 pm

##### **2. One-Stop Center, Milton**

5725 Highway 90  
Milton, FL 32583

Hours of operation: Monday – Friday, 8:00 am - 5:00 pm

##### **3. One-Stop Center, Century**

8120 Century Boulevard  
Century, FL 32535

Hours of operation: Monday-Friday, 8:00 am - 4:00 pm

#### **E. WEBSITE**

Workforce Escarosa operates a website that provides comprehensive information regarding programs, services and other pertinent information for job seekers, employers, Workforce Escarosa Board of Directors members and the public at large. The website address is: [www.workforceescarosa.com](http://www.workforceescarosa.com)

#### **F. NONDISCRIMINATION AND ACCESSIBILITY**

##### **1. Equal Opportunity and Nondiscrimination**

Workforce Escarosa is an equal opportunity employer and program operator. Workforce Escarosa complies fully with WIA Equal Opportunity and Nondiscrimination Regulations 29 CFR PRT 37 and Section 188 of the Workforce Investment Act of 1988 which prohibits discrimination against all individuals on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to

work in the United States or participation in any WIA Title 1B financially assisted program or activity.

## **2. Accessibility**

All Workforce Escarosa One-Stop Centers are accessible to persons with disabilities in accordance with the American's with Disabilities Act (ADA). In addition, Workforce Escarosa publishes the Teletypewriter (TTY) and Telecommunication Device for the Deaf (TDD) phone numbers on all outreach and recruitment documents as well as Workforce Escarosa's website. The One Stop Centers in Pensacola and Milton have Video Relay Systems (VRS) available. VRS allows hearing impaired customers to have instant access via camera and monitor, to an American Sign Language (ASL) interpreter.

## **3. Disability Navigator**

Workforce Escarosa employs a Disability Program Navigator (DPN). The role of the DPN is to:

- a.** Facilitate seamless and comprehensive services and universal access for individuals with disabilities within the One-Stop Centers.
- b.** Serve as a resource to One-Stop Center staff, businesses and disability communities.
- c.** Provide training on disability related topics and programs.
- d.** Enhance the economic empowerment of individuals with disabilities.

## **G. STAFF QUALIFICATIONS**

- 1.** All front line One-Stop staff members are required to complete and pass Tier I Workforce Professional Certification Training within 6 months of their hire dates. Tier I certification training is an on-line program provided by Dynamic Works. This program offers comprehensive training regarding workforce services which include:
  - a.** Career Development
  - b.** Customer Service
  - c.** Diversity
  - d.** General Helping Skills
  - e.** History and Structure of the Workforce Development System
  - f.** In-Depth Look at the Workforce Investment Act
  - g.** Interpersonal Skills
  - h.** Job Keeping Skills
  - i.** Job Preparation Skills
  - j.** Job Search Skills
  - k.** Labor Market Information

- l. Program Management
  - m. Technology
  - n. National Workforce Professional Certification Exam
2. Tier I certified staff must complete a minimum of 15 hours of continuing training each year for subsequent years of their employment.

## **H. THREE LEVELS OF SERVICE**

WIA services are grouped into three levels: core, intensive and training services, with services at one level being a prerequisite for moving to services at the next level. Core services are divided into two categories: unassisted core services (also referred to as universal services) and assisted core services. There is no required minimum time period for participation in core services before receiving intensive services. There is no minimum required time period for participation in intensive services before receiving training services.

### **1. Unassisted Core Services.**

Unassisted core services, or universal services, are self service/informational services which require minimal or no assistance from staff members. Customers do not need to register for the WIA program to receive or participate in unassisted core services. Unassisted core services may include:

- a. Outreach, intake, and orientation to One-Stop delivery system services (including Unemployment Insurance worker profiling).
- b. Initial assessment of skills levels, aptitudes, abilities and supportive service needs, as well as information on programs that might assist in upgrading skills and filling needs.
- c. Workforce Investment Act eligibility determinations.
- d. Informational services including job vacancy listings and job skills information.
- e. Information related to jobs in demand.
- f. Performance information and cost information regarding WIA eligible training providers.
- g. Information regarding local area performance.
- h. Information on supportive services.
- i. Information regarding filing claims for unemployment compensation.
- j. Assistance and information in establishing eligibility for Welfare to Work activities.
- k. Assistance in establishing eligibility for training and education not funded under WIA.
- l. Group services which include: job clubs, job search activities, group assessments and career, and employability development planning.

## **2. Assisted Core Services**

Assisted core services require involvement and assistance from staff members. Registration is required to track customer participation in assisted core services. Assisted core services may include the following staff assisted activities:

- a.** Staff- assisted job search, placement assistance and career counseling when appropriate.
- b.** Staff-assisted job referrals.
- c.** Staff-assisted job development.
- d.** Staff –assisted assessment of skill levels, aptitudes, abilities, and supportive service needs with a view towards determining the need for intensive services.
- e.** Staff assisted out- of- area job search activities.
- f.** Follow-up services, including workplace counseling, for WIA registered participants who are placed in unsubsidized employment.

## **3. Intensive Services**

Intensive services are provided to WIA participants who are unable to obtain employment or who remain unemployed after utilizing core services. Individuals may be employed, but in need of these services in order to obtain or retain employment that allows for self sufficiency. An individual must receive at least one core service before they can receive intensive services. Intensive services may include:

- a.** Comprehensive and specialized assessments of skill levels and service needs.
- b.** Development of an Individual Employment Plan (IEP).
- c.** Group counseling.
- d.** Individual counseling and career planning.
- e.** Work experience.
- f.** Internships.
- g.** Adult education and literacy not provided in combination with training.
- h.** Short term pre-vocational services, including the development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills and professional conduct to prepare individuals for unsubsidized employment or training.
- i.** Short term services designed to provide the skills necessary to enable the individual to become more employable. This would include short term computer literacy workshops not tied to an occupation.

#### **4. Training Services**

Training services are available to unemployed and employed WIA participants who have met the eligibility requirements for intensive services. The WIA participant should have received at least one intensive service, and be assessed as unable to obtain or retain self-sufficiency employment through intensive services. In addition, the participant must have an assessed need for training services, have the skills and qualifications to successfully complete the selected training program, and lack or be unable to obtain sufficient financial assistance from other sources to pay for training related expenses. Training services may include:

- a.** Occupational skills training (traditional and nontraditional)
- b.** On-the-Job Training
- c.** Programs that combine workplace training with related instruction.
- d.** Training programs operated by the private sector.
- e.** Skill upgrading and retraining
- f.** Entrepreneurial training
- g.** Adult education and literacy provided in combination with the above listed training services.
- h.** Customized training conducted with a commitment by an employer or group of employers to hire or retain an individual upon successful completion of training.

#### **I. WIA PROGRAMS**

There are three WIA program categories that an individual may be eligible for: Adult Program, Dislocated Worker Program and Youth Program. Information regarding eligibility and service delivery for these programs is provided in the chapters that follow.

## **II. UNIVERSAL SERVICES (UNASSISTED CORE SERVICES) AND CUSTOMER FLOW**

### **A. CUSTOMER SERVICE/RECEPTION**

1. All visitors to Workforce Escarosa's One-Stop Centers report to a customer service/reception area.
2. All customers are greeted and asked to sign-in on one of the computer kiosks that are located at all reception points. The sign-in computers track customer flow and basic customer information such as name, purpose for the customer's visit and the language spoken by the customer. This data is used to track customer volume in the various service areas, and allows Workforce Escarosa to continually improve customer flow, customer service and staffing levels, based on customer usage of various services.
3. The customer service representative determines the purpose of the customer's visit, answers basic questions and directs customers to appropriate areas and services.

### **B. CUSTOMER SUPPORT**

1. Job Seekers, who are visiting Workforce Escarosa for the first time, are directed to the Customer Support area. Job seekers have the opportunity to register in the Employ Florida Marketplace (EFM). Customer Support staff are available to assist and answer questions regarding the EFM registration process and ensure that registrations are entered correctly.
2. Customer Support staff provide first time visitors with a Directory of Job Seeker Services (Exhibit 2-A) and a monthly calendar of events (Exhibit 2-B) to familiarize new customers with One-Stop services.
3. Customers seeking information regarding Unemployment Compensation (UC) are also referred to the Customer Support area. Customer Support staff provide UC instructions and information to assist customers in filing Unemployment Compensation claims and answer basic Unemployment Compensation questions.
4. In addition, Customer Support staff provide EFM password re-sets, job screening and referrals for job orders that require them.

### **C. RESOURCE ROOM**

Workforce Escarosa's Resource Room provides customers with computer, internet connectivity and print resources. Resource Advisors are available to answer questions and assist customers when needed. Resource Room Advisors also encourage customers to utilize other One-Stop services such as computer skills, job search workshops, WIA orientation, Veteran's services, etc. and will refer customers to the career counselor. In addition to computers, the Resource Room features fax machines, telephones and copiers to assist customers with their job search and career planning. The Resource Room offers accessible equipment for persons with disabilities. A printed help guide is available in the Resource Room to assist customers in navigating through resources on the internet (Exhibit 2-C). Services and information that are accessible in the Resource Room include but are not limited to:

1. Information on job vacancies
2. Local in-demand occupation information
3. Labor market information
4. Information regarding training programs
5. Eligible training provider lists
6. Regional Workforce Board performance reports
7. Information on One-Stop partner agencies and local community services
8. Information on support service availability
9. Self-directed online and computer based assessments
10. Typing/keyboarding tests and other pre-employment tests

#### **D. WORKSHOPS AND COMPUTER LAB ACTIVITIES**

The One-Stop Centers' computer labs offer customers the opportunity to learn or improve their basic computer skills and software knowledge. The Computer Lab features *Virtual Learning Center* software which provides hands-on tutorial training at beginning, intermediate and advanced levels for software programs such as Microsoft Word, Excel and PowerPoint.

Workforce Escarosa provides several workshops to improve customer job searching skills and employability. All workshops are posted on the monthly calendars for the Pensacola and Milton One-Stop Centers and are posted on Workforce Escarosa's website. These workshops include, but are not limited to the following:

1. Employability skills
2. Resume writing
3. Employment Interviewing Techniques
4. Basic Computer Skills related to obtaining and maintaining employment

### **III. WORKFORCE INVESTMENT ACT (WIA) ADULT AND DISLOCATED WORKER PROGRAMS**

#### **A. OUTREACH AND RECRUITMENT**

1. Outreach and recruitment of potential Workforce Investment Act (WIA) Adults and Dislocated Workers may be accomplished through established and maintained relationships with human service organizations, community and faith-based organizations, educational institutions and local law enforcement agencies. In addition, outreach is accomplished through various marketing efforts which include: direct advertising, press/media releases, print materials such as brochures/flyers, participation in job fairs and appropriate trade shows.
2. Outreach and recruitment is coordinated with the One-Stop Center's core services by various means. One-Stop front line staff are trained in the basics of WIA so that they may identify, refer and provide information to customers regarding WIA services. One-Stop partner agency staff members receive basic information, training and periodic updates regarding available WIA services so that referrals from partner agencies can occur in a seamless and timely manner.
3. WIA information is also presented at Unemployment Compensation Re-employment Orientation sessions. In addition, information regarding WIA services is also displayed in the One-Stop Centers and posted on the Workforce Escarosa website.

#### **B. ORIENTATION**

1. All customers seeking information regarding WIA program services, including self referrals and those referred by partner agencies and community organizations, are directed to a WIA/One-Stop Orientation as their first step toward participation in the WIA program.
2. Orientation to WIA Adult and Dislocated Worker services are conducted via automation (such as video or PowerPoint), in group settings or individually. Group orientations are currently offered weekly at the Pensacola and Milton One-Stop Centers. In Pensacola they are offered Wednesdays at 9:00 a.m. and Thursdays at 2:00 p.m. In Milton they are offered every Wednesday at 10:00 a.m. There is no appointment necessary for group orientations. One-on-one orientations are available if a customer is unable to attend group orientations at the scheduled times.
3. Information provided at the WIA/One-Stop Orientation includes:

- a. An overview of all services and programs in the One-Stop delivery system, including contact information.
  - b. An overview of WIA services and eligibility criteria.
  - c. Referral to a WIA Career Advisor or Career Counselor for services if requested.
4. Upon completion of the orientation session, customers who are interested in assisted services are asked to complete a WIA Career Advisor Appointment Request (Exhibit 3-A). Career Advisors contact the customers who complete these forms and schedule an appointment. Customers who do not have an immediate interest in the WIA program are provided with contact information should they have an interest at a later time.
  5. Individuals who request minimal or basic job search assistance, or basic/general career counseling services, are referred to the Workforce Escarosa Career Counselor for assistance.

### **C. CAREER COUNSELING SERVICES**

1. The Career Counselor provides short-term counseling both individually and in a group setting. The career counselor also provides job search skill advice, helps customers navigate One-Stop services, critiques customer resumes and provides referrals to One-Stop programs or other community agencies as appropriate.
2. The Career Counselor documents services provided through case notes in EFM and/or inputs appropriate Wagner-Peyser services.
3. Customers may be referred to the career counselor from the WIA orientation, One-Stop staff or self-referred (customers seeking assistance or advice).

### **D. INITIAL ASSESSMENT WITH CAREER ADVISOR**

After WIA orientation, the career advisor will schedule an initial meeting with the customer to assess the customer's needs and suitability for WIA Assisted Core, Intensive and Training services. This appointment assesses the customer's interests, work history, career goals and barriers. Various assessment and screening tools are used including; interview(s), Interest Application (Exhibit 3-B) and the Suitability Screening Assessment for Assisted Core Services Form (Exhibit 3-C).

If assisted core services are appropriate for the individual, a WIA application is completed in EFM and the appropriate recordable assisted core service(s) are input in EFM. The WIA Career Advisor may also refer the individual to other community

services as appropriate. Recordable Core services and their related EFM codes are as follows:

1. Orientation (code 101)
2. Initial Assessment (code 102)
3. Job Search Workshop (code 104)
4. Job Finding Club (code 105)
5. Attended Rapid Response (code 110)
6. Job Search/Placement Assistance including Career Counseling (code 125)
7. Testing background check as required by employer (code 131)

## **E. CORE SERVICES ELIGIBILITY**

Unassisted (Universal) core services are available to all customers. To register a customer in WIA for Assisted Core services, the customer must fall into one of two categories:

1. **Adult Program** – Individuals that are between the ages of 18-72 years of age who do not meet criteria for the Dislocated Worker program or WIA Youth program.
2. **Dislocated Worker**- Individuals who meet one of the following criteria:
  - a. Category 1-Terminated or laid off AND eligible for or exhausted Unemployment Compensation AND unlikely to return to previous industry or occupation.
  - b. Category 2-Terminated, laid off, has received notice of termination or layoff, and has been employed for sufficient duration. Not eligible for UC and is unlikely to return to industry or occupation.
  - c. Category 3-Terminated, laid off, received notice, has received notice of termination of impending layoff due to permanent plant closure or substantial layoff at a plant facility or enterprise.
  - d. Category 4- Employer has made a general announcement that the facility or plant will close. An individual terminated, laid off or notified of lay-off/closure and is eligible for or has exhausted unemployment compensation benefits.
  - e. Category 5- Self employed (due to economic or natural disaster).
  - f. Category 6-Displaced Homemaker-has been dependent on the income of another family member, but is no longer being supported by the income AND is unemployed or underemployed, AND is experiencing difficulty obtaining or upgrading employment.
  - g. Category 7-Loss of employment due to spouse's active military duties.

## **F. INTENSIVE SERVICES ELIGIBILITY**

Adults and Dislocated Workers who have received at least one Core service and who fall into one of the following categories may be eligible for WIA Intensive services:

- 1. Unemployed** – currently without employment
- 2. Underemployed** – employed at or below 200% of the Lower Living Standard Income Level (LLSIL), according to family size.
- 3. Needs assistance to retain employment** – employed workers who are not economically self-sufficient or need services/training to retain their self-sufficient employment.
- 4. Employed but not economically self-sufficient-** includes the following:
  - a.** Adults that are at or below 200% of LLSIL, according to family size.
  - b.** Employed workers, as are defined as learning at or below 200% of family of three (3) LLSIL.
- 5. Local Priority of Services Policy -** Workforce Escarosa will apply a “most-in-need” policy when funding is determined to be limited. Priority will be given to those who are economically disadvantaged and are “at-risk of public assistance”. This shall be defined as family income, as determined by the household size, must be 150% or less of the federal poverty level as noted on the LLSIL and must have a child below 18 years of age in the home. Workforce Escarosa always prioritizes veterans as first service priority in accordance with federal requirements.

## **G. INTAKE**

- 1.** If the customer has not obtained employment at a self sufficient wage through participation in Core services, and could benefit from intensive services, the Career Advisor will refer the customer to the WIA Intake Specialist for intensive services eligibility determination. The Intake Specialist will ensure that all general and program specific eligibility/suitability requirements are met,

documented in EFM and that all supporting documentation is in the individuals file.

2. The WIA Intake Specialist will review or complete the following forms with the customer:
  - a. Workforce Escarosa Interest Application (Exhibit 3-B)
  - b. Suitability Screening/Assessment for Assisted Core Services (Exhibit 3-C)
  - c. Verification of Educational Background Form (Exhibit 3-D)
  - d. Verification of Household size (Exhibit 3-E)
  - e. Financial Statement Form (Exhibit 3-F)
  - f. Suitability Screening/Assessment for Intensive Services Form (Exhibit 3-G)
  - g. Statement of Purpose for Collecting Social Security Numbers (Exhibit 3-H)
  - h. WIA Applicant Authorization to Request and/or Release Information (Exhibit 3-I)
  - i. Equal Employment is the Law (Exhibit 3-J)
  - j. Workforce Escarosa, Inc. Grievance/Complaint Hearing/Appeal Procedures (Exhibit 3-K)
  - k. Policy Statement on Sexual Harassment (Exhibit 3-L)
3. Income and dislocation information may also be part of the intensive service eligibility process. The Source Verification Form (Exhibit 3-M) provides an overview of the required items needed to determine eligibility and source documentation used.
4. After the WIA Intake Specialist determines the individual eligible for intensive services in EFM, a file is completed and the customer is referred back to the WIA Career Advisor.

## **H. INTENSIVE SERVICE DELIVERY**

Customers may receive a variety of intensive services depending upon their individual needs.

1. WIA Career Advisors will develop an Individual Employability Plan (IEP) in EFM based upon a thorough assessment of the customer. The assessment used to develop the IEP is an independent, comprehensive evaluation of the customer, designed to identify information that is vital to the development of a service

strategy, to set goals and objectives which culminate in gainful employment. Assessment tools used may include, interviews, formal vocational assessment tests and customer self assessment. The IEP development process should evaluate the customers employment barriers, take into account the customer's family situation, work history, education, occupational skills, financial resources and needs, supportive service needs, interests and aptitudes.

2. Assessment of the customers reading, math, language and spelling ability is achieved through administration of the Tests for Adult Basic Education (TABE).
3. Additional formal vocational assessment tests may be administered to the customer to assist the WIA Career Advisor and the customer in developing the IEP. The One-Stop Center offers the Career Scope assessment. The Career Scope is a computerized interest and aptitude assessment that measures:
  - a. General Learning Ability
  - b. Spatial Relations
  - c. Verbal Aptitude
  - d. Numerical Aptitude
  - e. Motor Coordination
  - f. Form Perception
  - g. Clerical Perception
  - h. Manual Speed and Dexterity
4. If the customer has completed a comprehensive assessment with another agency, such as the Division of Vocational Rehabilitation, a secondary school district or post-secondary school, these alternate assessment results may be utilized. The alternate test instrument must be applicable and comparable to the WIA testing instruments. A copy of all assessment results should be included in the WIA customer's file.
5. The type and scope of intensive services provided to the WIA customer is based upon the customer's assessed needs and ongoing progress during participation in the WIA program. A complete list of intensive services is provided in Chapter I, section H-3.
6. The IEP should be revisited on a regular basis and amended as appropriate, when additional needs are identified or goals are achieved. At a minimum, the IEP must be reviewed by the WIA Advisor and customer once a year. Assessment is an ongoing process. It should include an array of options for the customer from which the WIA Advisor, together with the customer, makes informed decisions and

select appropriate services, which will best enable the customer to seek and retain long-term self-sufficient employment.

7. The customer can continue to receive intensive services until they secure suitable employment, or they may be referred to training services. Participants may also return to intensive services after completion of training services to receive job search/placement assistance.

## **I. TRACKING INTENSIVE SERVICES**

Appropriate intensive services that are provided to the WIA customer should be input in EFM. Intensive services and their related EFM codes are as follows:

1. Individual Counseling (code 200)
2. Group Counseling (code 201)
3. Career Guidance/Planning (code 202)
4. Objective Assessment (code 203)
5. Interest and Aptitude Testing (code 204)
6. Develop Service Strategies – IEP (code 205)
7. Other Intensive Services Not Otherwise Classified (code 212)
8. Mentorship (code 213)
9. Short Term Pre-Vocational Services (code 215)
10. Out-of-Area Job Search Assistance (code 216)
11. Supportive Services-Relocation Assistance (code 217)
12. Internships (code 218)
13. Work Experience (EFM code 219)
14. English as a Second Language (EFM code 222)
15. Reading and/or Math Testing (EFM code 226)
16. 00PN Intensive (Waiver 6) (EFM code 290)

## **J. TRAINING ELIGIBILITY/SUITABILITY**

Customers who are unable to secure/retain suitable employment through WIA core and intensive services may be appropriate for training services. WIA training services are provided through a cooperative planning process between the WIA customer and the WIA Career Advisor. Customers have access to training provider information to assist them in making an informed training choice. Customers who are interested in training services must:

1. Have at least one Core and Intensive service documented in EFM.
2. Have an assessed need for training service.

3. Choose a training program from the Approved Training Programs/Providers List (Exhibit 3-N).
4. Score at least 8.9 in reading, language and combined math areas of the TABE unless the training program does not have TABE requirements. If the customer has already been accepted into a training program, such as the nursing program that has higher acceptance requirements than 8.9, the test can be waived.
5. Complete the Free Application for Federal Student Aid (FAFSA) form (exceptions include individuals who possess a bachelor's degree or a customer interested in a training program that is less than 9 months in length).
6. Lack and be unable to obtain sufficient financial assistance from other grants/resources to pay for training related expenses.
7. Meet Adult or Dislocated Worker Program Screening/Assessment Policies to determine Economic Self-Sufficiency (Exhibit 3-O).

#### **K. FORM REQUIREMENTS FOR TRAINING SERVICE ENROLLMENT**

Prior to enrolling the customer in training services, the following forms will be completed by the WIA Career Advisor/and or customer:

1. Adult OR Dislocated Worker Program Screening /Assessment Policy to Determine Economic Self-Sufficiency Form (Exhibit 3-O)
2. Suitability Screening/Assessment for Training Form (Exhibit 3-P)
3. Complete Individual Training Account (ITA) Form (Exhibit 3-Q)
4. Occupational Skills Training Agreement (Exhibit 3-R)
5. Pell Form (Exhibit 3-S)
6. School Information Release Authorization Form (Exhibit 3-T)
7. Employment During Training Form (Exhibit 3-U)

#### **L. CASE MANAGEMENT DURING TRAINING SERVICE PARTICIPATION**

1. The WIA Career Advisor assists and tracks the WIA customer while they are attending training and assists the customer as necessary. Assistance may include counseling, encouragement and guidance, in addition to providing training related items. Tuition assistance, required books, training related items and support services are provided based upon assessed need. Workforce Escarosa's local policies are outlined in (Exhibit 3-V)

2. Training services are provided through Individual Training Accounts (ITA). Each customer is provided with a maximum of \$5000 per fiscal year to finance training services. ITA accounts are tracked by Workforce Escarosa's accounting department.
3. ITA agreements are completed and signed by all approved training providers and program director (Attachment 3-W)
4. Individuals are required to maintain satisfactory attendance and progress during their training program to continue training services. The individual must also make, at minimum, monthly contact with their WIA Career Advisor and provide copies of grades each semester or term. Certificates and other items used to document credentials must also be provided by the individual.

#### **M. TRACKING TRAINING SERVICES**

The appropriate training service(s) provided to the WIA customer should be tracked and entered in EFM:

1. Occupational Skills Training (EFM code: 300)
2. On-the-Job Training (EFM code: 301)
3. Entrepreneurial Training (EFM code: 302)
4. Customized Training (EFM code: 304)
5. Adult Literacy, Basic Skills, GED Prep (EFM code: 315)
6. Private Sector Training (EFM code: 323)
7. Workplace Training and Cooperative Education (EFM code: 324)
8. Adult Education with Occupational Skills Training –Approved Provider (ITA) (EFM code: 324)
9. Support Service-Needs Related Payments (EFM code: 326)
10. Occupational Skills Training-Non-Approved Provider (No ITA) (EFM code: 328)
11. 00PN Training (Waiver 6) (EFM code: 390)

#### **N. CASE CLOSURES**

1. After the WIA customer obtains employment or no longer needs WIA services, the WIA Career Advisor will close all services and create a case closure in EFM.
2. If a credential is obtained, it can be identified and input in EFM when closing the training service or during case closure. Documentation must be on file to support credential attainment date.
3. If the customer's case closes due to employment, the Career Advisor will use employment verification documentation (Attachment 3-X) if possible.

4. If the customer's case meets one of the global exclusions, then appropriate documentation must be in the file to support a neutral closure. To be excluded from performance, the event must be expected to last 90 days or more. Global exclusions (neutral closures) include:
  - a. Persons institutionalized (exceptions are detained Responsible Reintegration of Youthful Offenders and disabled individuals residing in institutions).
  - b. Persons unable to continue due to health/medical or family care reasons.
  - c. Deceased
  - d. Reservists called to active duty.
  - e. Relocated to a mandated residential program (youth only)

#### **O. FOLLOW-UP SERVICES**

1. If the WIA customer requires/receives no additional services for 90 days after case closure, their case will soft exit. Follow-ups are required during the 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup>, and 4<sup>th</sup> quarter after exit for all cases. The only exceptions are neutral closures which do not require follow-up. All follow-ups must be entered and reported in EFM.
2. Customers who report problems with their new job, or who have a history of job retention issues (such as attendance, prior terminations, anger management issues, etc.), may be contacted with greater frequency, to ensure that they are adjusting to their new employment.
3. Customers that experience problems will be offered additional follow-up services such as counseling, workshops and referrals to appropriate community or mental health related services. If appropriate, the Career Advisor may mediate between the employee and employer if concerns arise.

#### **P. NATIONAL EMERGENCY GRANTS (NEG)**

National Emergency Grants (NEG), including Base Re-Alignment and Closure (BRAC) projects, will align with WIA Dislocated Worker operating procedures and with any special provisions the grant may provide.

#### **IV. RAPID RESPONSE**

Workforce Escarosa's Rapid Response Team is in place to respond when companies lay off workers. The Team is alerted to company closings and layoffs by notices received under the Worker Adjustment and Retraining Notification (WARN) Act. Notices are sent to the Workforce Escarosa Executive Director and WIA Assistant Director from the Agency for Workforce Innovation's Reemployment and Emergency Assistance Coordination Team (REACT). The WIA Assistant Director alerts the Rapid Response Team Leader and the local Rapid Response process begins.

##### **A. THE RAPID RESPONSE TEAM**

Workforce Escarosa's Rapid Response Team is comprised of the following employees:

###### **1. Business Services Representative**

The Business Services Representative serves as the Rapid Response Team Leader and is responsible for initial contact with the affected employer.

###### **2. Agency for Workforce Innovation (AWI) Representative**

The AWI Representative participates in the Rapid Response information sessions for the affected workers. They provide an overview of services and basic information regarding the Unemployment Compensation application process.

###### **3. WIA Career Advisor**

The Career Advisor participates in the Rapid Response employee information sessions and provides an orientation to the WIA Dislocated Worker Program along with the One-Stop Service Delivery System resources and services.

###### **4. Other Professionals**

Additional professionals may participate in the Rapid Response process dependent upon the size of the dislocation and the needs and demographics of the affected workers. For example, representatives of post-secondary training organizations, veteran's services representatives and language interpreters may be utilized as appropriate.

##### **B. THE RAPID RESPONSE PROCESS**

Upon receiving the WARN notice or upon learning of an impending dislocation event the Business Services Representative (Rapid Response Team Leader) will:

- 1.** Visit the worksite and meet with the employer to discuss impending layoffs and applicable services.
- 2.** Make the employer aware of employee training resources that may help the employer reduce the size of the layoff or possibly prevent the layoff.

3. Assist the employer and/or workers in completing a Trade Act petition (see chapter V) where applicable.
4. Prepare the Rapid Response Visit Report (Exhibit 4-A) and forward it to the State REACT staff.
5. Schedule and provide Rapid Response orientation sessions for the affected workers, informing them of reemployment services for which they are potentially eligible. They will also answer questions regarding Unemployment Compensation, placement assistance, retraining and community services.
6. Survey the workers (Exhibit 4-C) to determine their specific service needs and forward a count to the State REACT.
7. After the affected workers have completed the Rapid Response orientation sessions, the affected workers interested in One-Stop and WIA services then follow the WIA Dislocated Worker process for assisted core, intensive and training services (See Chapter III).
8. In situations where notification of layoffs or plant closings are received after the workers have been terminated from employment, an attempt is made to contact the dislocated workers and explain the services available to them at the One-Stop Center. Information sessions are then offered at the One-Stop Center for those affected workers.

### **C. RAPID RESPONSE REPORTING REQUIREMENTS**

The Rapid Response Team Leader is responsible for information gathering and report submission. Reports, forms and data are submitted to the Workforce Escarosa Executive Director, WIA Assistant Director, WIA Coordinator and REACT. Data from these reports and worker surveys are used for planning purposes and to determine if additional resources will be needed to serve the affected workers. Worker surveys are also a pre-assessment tool to determine specific needs of the individual workers. The required documents are:

1. *On-site Rapid Response Visit Report* (Attachment 4-A) is completed after a WARN notice is received and an on-site visit is conducted.
2. *Expeditious Response Report* (Attachment 4-B) is completed after the Rapid Response team makes an on-site visit *without* a WARN notice being filed.
3. *Dislocated Worker Transitional Reemployment Services Survey* (Attachment 4-C) is administered to affected workers at the end of the Rapid Response orientation session. The survey gathers demographic information and initial interest in

programs and services. It is also used for service planning purposes and to determine if additional resources and funding are needed.

4. *Monthly Rapid Response Report* (Attachment 4-D) is a form in which survey data is compiled and submitted to REACT five (5) working days after the last day of the month.

## **V. TRADE ADJUSTMENT ASSISTANCE**

The Trade Adjustment Assistance (TAA) Program assists trade-affected workers who have lost their jobs as a result of increased imports or shifts in production out of the United States. TAA program services and benefits are designed to facilitate workers in getting back to work quickly. In order for trade affected workers to receive benefits and services under the TAA program, their company must be TAA certified. The first step in becoming certified is filing a petition.

### **A. FILING A PETITION**

A petition may be filed by a group of three or more workers employed by the affected company, by a company official, by One-Stop operators or partners (including state employment security agencies and dislocated worker units) or a union or other duly authorized representative of such workers. The workers on whose behalf a petition is filed must be, or have been, employed at the firm or subdivision identified in the petition.

Petitioners may request assistance in preparing the petition at their local One-Stop Center (Workforce Escarosa), by contacting the State Dislocated Worker Unit (REACT), Employment Security Agency or the Department of Trade Adjustment Assistance (DTAA) in Washington, D.C. Detailed instructions for completing the TAA petition/petition application are provided in Exhibit 5-A. The petition and related TAA information may be acquired online: <http://www.ldoleta.gov/tradeact>

When the Rapid Response Team Leader learns of a company closing or mass layoff through WARN. The Team Leader will make initial contact with the employer and ascertain if the closing is due to increased imports or a shift in production outside of the United States. If it appears that the employer may qualify for TAA certification, the Rapid Response Team Lead will provide information regarding the TAA certification process, application materials and assisted if needed.

### **B. TAA CERTIFICATION**

1. After receiving a TAA petition, Department of Trade Adjustment Assistance (DTAA) investigators analyze and review facts concerning the worker's layoffs or work reductions and determine whether or not the company/workers are eligible for TAA.
2. When a company is TAA certified the State AWI office notifies the Workforce Escarosa Executive Director and TAA Coordinator (WIA Coordinator). The WIA Coordinator will notify AWI regarding date(s) of worker orientations and the affected workers will be sent letters notifying them of the TAA certification and orientation date(s).

3. Workforce Escarosa conducts a TAA/Rapid Response orientation to inform affected workers of the process and services that they are eligible for under TAA.
4. The TAA certified workers are also sent enrollment application forms for TAA by the State AWI (Forms: ETA-855, UCB/TRA-344, and UCB/TRA-345) (Exhibits 5-B, 5-C and 5-D). If the affected worker is interested in TAA services, they are required to complete the application and return it to the address listed on the application materials.
5. Information sent with the TAA application materials also instruct the affected worker to contact their local TAA Coordinator (WIA Coordinator) for an appointment with a Career Advisor in order to apply for appropriate training or a waiver in order to receive TAA benefits. The affected worker has 16 weeks from the date of separation to enter into training or secure a waiver (Waiver Form AWI 566) (Exhibit 5-E), in order to receive TAA benefits.

### **C. TAA SERVICES**

1. Once contact is made, the TAA Career Advisor will ensure that the TAA application was processed and approved by checking the FLORIDA System. If AWI has received and processed the TAA application it will appear in the FLORIDA System. The affected worker will then be dual-enrolled in TAA and WIA and undergoes the WIA Dislocated Worker intake and eligibility process, (see Chapter III).
2. The Career Advisor will complete and fax all required forms; 2100-A, 2100-B, ETA 858, 2100-C (Exhibits; 5-F, 5-G, 5-H, 5-I) to AWI notifying them of the participant's enrollment in school, or waiver request. These forms advise the TRA unit of the participant's training plan, selected education program, school, cost of program, length of program and estimated completion date of the program.
3. While participating in the dual-enrolled TAA and WIA programs, the participant will receive WIA services that are the same as those available for dislocated workers, including career planning assistance, case management, ongoing assessment, job placement and follow-up services (see Chapter III).

## **VI. ON THE JOB TRAINING**

On the Job Training (OJT) provides employers with up to a 50% reimbursement of a newly hired employee's wages, for up to six months, while the new employee is being trained in their job.

### **A. TARGETED INDUSTRIES**

To become a provider of OJT, an employer must be in one of the following targeted Industries;

1. Aerospace
2. Defense
3. Life Sciences
4. Information Technology
5. Alternative Energy
6. Construction Services

### **B. IDENTIFY PROVIDERS AND CANDIDATES**

Initial contact can either be made by an employer interested in participating in OJT or OJT can be solicited by a Business Service Representative who is targeting the above industries and providing introduction and education to employers about the OJT program.

1. All providers will be registered with Employ Florida and advertise the positions they have available on the website. The description of the job must include the statement: "Candidate must be eligible to participate in W.I.A."
2. Employer will identify the potential candidates that respond to the job posting that meet their qualifications and expectations. Appropriate candidates may also be referred for the position by WIA Career Advisors and other One-Stop staff. The employer will then contact the Business Service Representative to begin the WIA eligibility process for the potential candidate.

### **C. CANDIDATE ELIGIBILITY**

1. The Business Service Representative will provide the contract information of the candidate(s) to the Eligibility Intake Specialist. The Specialist will contact the potential employee to arrange an eligibility intake appointment and inform him/her of the necessary documentation he/she will need to provide which includes:

- a. Driver's license with current address, if address is not valid on the driver's license, other documentation must be provided.
  - b. Signed Social Security card.
  - c. DD214 if they have served in the military.
  - d. Birth certificate and a current pay check stub if he/she is currently employed.
2. The Intake and eligibility process for OJT candidates follows the same process used for all WIA Adult and Dislocated Worker participants (See Chapter III, section E)
  3. After the intake process is complete, the Intake Specialist will deliver the completed intake folder to the Business Service Representative to complete the OJT paperwork.

#### **D. CONTRACT CONTENTS**

1. The Business Service Representative will meet with the employer to determine the training period duration. The amount of training given to the OJT candidate will be determined by the nature of the job, potential employee's skills, education, communication abilities, experience and supervision needed. After this is established, the Business Service Representative will complete an OJT Training Outline (Exhibit 6-C)
2. The Business Service Representative will obtain the Employers Federal ID number and complete an OJT contract (Exhibit 6-B)
3. The Business Service Representative will then review the OJT requirements with the Employer's representative. A completed OJT contract must contain the following:
  - a. OJT Company Pre-Checklist (Exhibit 6-A)
  - b. OJT Training Agreement & Work Order (Exhibit 6-B)
  - c. OJT Training Outline (Exhibit 6-C)
  - d. The General Terms of the Contract (Exhibit 6-D)
  - e. Assurances (Exhibit 6-E)
  - f. Grievance/Complaint, Hearing/Appeal Procedures which must be signed by the employer or the employer's representative, trainee and the Business Service Representative (Exhibit 6-F)
  - g. OJT Employee Training Agreement (Exhibit 6-G)
  - h. Timesheets (Exhibit 6-H)

## **E. TRAINING COMMENCEMENT**

- 1.** The OJT candidate must read and sign all relevant forms including the OJT Employee Training Agreement (Exhibit G) prior to implementation of the OJT contract. At this point, the candidate may begin training with the provider.
- 2.** Timesheets must be completed weekly, bi-monthly or monthly dependant on the employer's payroll procedures. The supervisor of the OJT employee will evaluate the candidate every pay period in specific areas of performance as outlined in (Exhibit H). Both the supervisor and the candidate must sign the timesheet which can then be submitted for payment:

Workforce Escarosa  
Attn: Accounting Dept  
9111 Sturdevant Street  
Pensacola, Florida 32514

## **F. COMPLETION**

Once the OJT period is complete the employee will be successful in OJT training if the employer retains the employee. At that time a Certificate of Achievement (Exhibit 6-I) will be awarded to the employee for the completion of the OJT.

## **VII. EMPLOYED WORKER TRAINING (EWT)**

The EWT program is designed to help business's offset training costs for current employees who require skill upgrading to maintain their employment. This may include training on new equipment, technology, product lines, internal management changes, safety, etc. Employers may be reimbursed for instructor costs (internal or external to the employer) and training materials.

### **A. TARGETED INDUSTRIES**

For an employer to be eligible for Employed Worker Training (EWT), they must be registered in the Employ Florida Marketplace and be in one of the following targeted industries:

1. Aerospace
2. Defense
3. Life Sciences
4. Information Technology
5. Alternative Energy
6. Construction Services

### **B. IDENTIFYING EWT EMPLOYERS AND CANDIDATES**

1. Initial contact can either be made by an employer interested in participating in EWT or it can be solicited by a Business Service Representative who target high wage/high demand industries and providing introduction and education to employers about EWT.
2. To be eligible for EWT services, the employed worker(s) must qualify in **one** of the following two ways:
  - a. They must be below the economic self sufficiency wage set for the local area, and be in need of the training to retain their employment and/or increase their employability with the employer, **OR**
  - b. They may meet the self sufficiency wage level, but are in need of services in order to retain their self-sufficient employment.
3. The employer must provide a written statement that the employee(s) will not be retained unless additional training or services are received.

## **C. ELIGIBILITY**

- 1.** The Business Service Representative will provide the contact information of the candidate(s) to the Eligibility Intake Specialist. The specialist will contact the potential employee to arrange an eligibility intake and inform him/her of the necessary documentation he/she will need to provide which includes:
  - a.** Driver's license with current address, if address is not valid on driver's license, other documentation must be provided which includes current address.
  - b.** Signed social security card
  - c.** DD214 if they have serviced in the military
  - d.** Birth Certificate or proof of birth date
  - e.** Current pay check stub
- 2.** After the intake process is completed the Intake Specialist will deliver the completed intake folder to the Business Services Representative to complete the EWT application (Exhibit 7-A)

## **D. CONTRACT COMPLETION**

- 1.** The Business Services Representative will meet with the employer to determine the training period duration and the provider of said training. The scope of the training given to the EWT candidate(s) will be determined by the nature of the job, EWT employee's current skills, education, communication abilities, experience and supervision needed.
- 2.** The Business Services Representative will obtain the employers Federal ID number and review the EWT application with the Employer. After review, all parties involved will sign and date. The Equal Opportunity Statement (Exhibit 7-B) must accompany the application packet.
- 3.** The completed application will be mailed or hand delivered to:

Employed Worker Training Program  
Workforce Escarosa  
Attn: Susan B. Nelms, Executive Director  
9111-A Sturdevant Street  
Pensacola, FL 32514
- 4.** The Business Competiveness Council of the Workforce Escarosa Board of Directors approves all EWT applications. It is anticipated that no more than three (3) weeks will be required for approval. If approved, training will begin on the date agreed to by both parties.

5. The EWT candidate will be monitored and evaluated by the Business Services Representative. If the candidate needs special assistance he/she will be referred to a Workforce Escarosa Career Counselor and may be referred to other community agencies for support and assistance as needed.
6. **Note: Grant funds disbursement will be at the discretion of Workforce Escarosa and any arrangements made with the EWT provider.**

## **VIII. WORKFORCE INVESTMENT ACT (WIA) YOUTH PROGRAMS**

### **A. OVERVIEW**

The Workforce Escarosa, Inc. (Escarosa) Workforce Investment Act (WIA) Youth Program targets services to at-risk students attending school and youth not attending school in either Escambia County or Santa Rosa County, Florida with barriers to employment, academic and vocational achievements. The program uses goals which lead to meaningful attainments and credentials, as well as lasting placements into jobs and post-secondary education.

Youth services include school-based learning, work-based learning and experience that connect participants with occupational skills, as well as advanced demand-occupation training opportunities, employment, and long-term retention.

### **B. ELIGIBILITY**

1. Youth are identified for eligibility from various sources:
  - a. Self-referral
  - b. School Records
  - c. Teacher, Guidance Counselor, or other Administrative Staff Referrals
  - d. Division of Juvenile Justice (DJJ)
  - e. Foster Care Programs
  - f. Department of Children and Families (DCF)
  - g. Escambia and Santa Rosa County Health Department
  - h. Families First Network
  - i. Other Community Service Organizations
2. Those youth that are living in Escambia County that are/are not attending public school or currently enrolled and between school terms and intend to return to school, are referred for services through the School Board of Escambia County. Youth that are living in Santa Rosa County that are/are not attending public school or currently enrolled and between school terms and intend to return to school, are referred for services through the School Board of Santa Rosa County. Youth that are living in either Escambia *or* Santa Rosa County that are dropouts, currently not school registered, may or may not be attending public school in either county, are referred for services through the Children's Home Society of Northwest Florida (CHS). (See Section "C" – Service Providers)
3. Referrals are made to the appropriate service provider. The appropriate service provider is contacted and meets with the applicant to assess their needs and barriers. The service providers utilize the Test for Adult Basic Education (TABE) either at their location or refer the youth to Escarosa for TABE testing. The youth's scores are used to assess numeracy and literacy levels.

The Lower Living Standard Income Level and Poverty Guidelines (LLSIL) are utilized to determine Low Income eligibility. To qualify for the Region 1 WIA Youth Program, the youth must be in at most, the 70% LLSIL (Metro) category (See Section 4 - “Determining Low Income Based on Earned Wages”).

**All** Escarosa Region 1 WIA Youth (except 5% - see Section 5 – “Escarosa 5% Window Policy”) are required to be 14-18 years of age (Younger Youth), or 19-21 years of age (Older Youth) and must have one or more of the following documented barriers:

- a.** Basic literacy skills deficient: Reading, Language or Math skills below the 9<sup>th</sup> grade level as measured by the Test for Adult Basic Education (TABE). The following question numbers (outlined below) of the TABE test shall be used to help determine deficiency:
  - i.** If the response in Item #42 Reading Skills Level is at or below the 8<sup>th</sup> grade level and/or Item #43 Math Skills Grade Level is at or below the 8<sup>th</sup> grade level.
  - ii.** If the response in Item #42 Reading Skills Level is above the 8<sup>th</sup> grade level and Item #43 Math Skills Grade Level is above the 8<sup>th</sup> grade level.
  - iii.** If the response in Item #42 Reading Skills Level is “87” or “88” and/or Item #43 Math Skills Grade Level is “87” or “88”.
- b.** School dropout: Documentation should be supplied from school or an applicant statement.
- c.** Homeless, runaway, or a foster child: Statement or document from a shelter, records from court or Department of Children and Families (DCF).
- d.** Pregnant or parenting: Doctor’s statement or birth certificate.
- e.** Offender: Court records.
- f.** Long-term unemployed or receiving public assistance.
- g.** Youth requires additional assistance to complete an Educational Program or to secure and hold Employment. Which is defined as:
  - i.** The Youth has Reading or Math Skills below the 9th Grade Level (See above) or is, or at risk of being, one or more grades behind (the level they should be, based upon age); and/or
  - ii.** The Youth has little or no previous Work History in a Demand Occupation; and/or
  - iii.** The Youth has an identified Barrier to include: (Juvenile) Offender, Pregnant or Parenting Teen, High School Dropout (or at risk of dropping out), Homeless, Disabled, is long-term Unemployed, and/or receiving Public Assistance; and/or
  - iv.** Is considered to be ‘Working Poor’ or economically disadvantaged.

Documentation could include medical, legal or school records (documenting a disability) or an applicant's statement of need.

**4. Determining Low Income Based on Earned Wages:**

An individual that received an income, or is a member of a family that received a total family income, for the 6 months period prior to application in relation to family size, does not exceed the "poverty" level (70% Metro) as set forth in the Lower Living Standard Income Level and Poverty Guidelines (LLSIL).

A "family" is defined as: Two or more individuals related by blood, marriage, or decree of court (adoption), which are living in a single residence, and are included in one or more of the following categories:

- a.** A husband, wife, and dependent children
- b.** A parent or guardian and dependent children
- c.** A husband and wife

The following guidelines should be used to calculate household (*Includable*) income:

- a.** Wages and salaries before any deductions
- b.** Net receipts from non-farm self employment
- c.** Receipts from farm self-employment
- d.** Regular payments from railroad retirement, strike benefits from union funds, worker's compensation, and training stipends
- e.** Alimony
- f.** Pensions
- g.** Regular insurance or annuity payments
- h.** College or university grants, fellowship, and assistantship
- i.** Dividends, interest, net rental income, net royalties, periodic receipts from estates or trust
- j.** Net gambling or lottery winnings

The following guidelines should be used to calculate household (*Excludable*) income:

- a.** Unemployment compensation
- b.** Child support payments
- c.** Welfare payments
- d.** Capital Gains
- e.** Tax refunds, gifts, loans, lump sum inheritance, one time insurance payments or compensation for injury
- f.** Non-cash benefits
- g.** Medicare, Medicaid, Food Stamps, school meals and housing assistance

- h. WIA income
- i. Pell Grants
- j. Needs based scholarship assistance
- k. Emergency Assistance or general Relief funds
- l. Military pay for individuals on active duty, military reserve or in the
- m. National Guard
- n. Veteran's benefits
- o. Social Security Old Age and Survivors' Insurance benefits
- p. Social Security Disability Insurance benefits

**The following are acceptable eligibility verification sources for "Low Income" Individuals:**

- a. Pay stubs
- b. Pension Assistance Records
- c. Public Assistance Record
- d. Quarterly Estimated Tax for Self-employed Person (Scheduled C)
- e. Social Security Benefits
- f. Telephone Verification
- g. Workers' Compensation Records
- h. Other Applicable Documentation (specified by Escarosa)
- i. Applicant Statement/ Self Attestation (in limited cases)

**5. Escarosa 5% Window Policy:**

Workforce Escarosa, Inc. (Escarosa) has determined locally that for its "5% Window Policy" that a youth can be considered for service without meeting the low-income criteria, as long as they possess at least two of the same documented barriers as outlined above. Escarosa also applies a "most-in-need" policy when WIA funding is determined "limited".

- 6. Priority of service is given to those who are "at-risk of public assistance" (See "Additional Eligibility Requirements" below) which is identified by being in the 70% (Metro) category of the LLSIL.

**General Eligibility Requirements:**

- 1. Age at time of registration/participation.

**The following are acceptable eligibility verification sources for Age:**

- a. Baptismal Record with Date of Birth
- b. Birth Certificate
- c. DD-214
- d. Driver's License
- e. Federal, State or Local Government ID Card

- d. Hospital Birth Record
- e. Passport
- f. Public Assistance/Social Service Record
- g. School Records/ Identification
- h. Work Permit - if date of birth is shown
- i. Cross-Match with Dept. of Vital Statistics
- j. Completed and Signed (Federal) I-9 Form
- k. Other Applicable Source Documentation, (Specified by Escarosa)

2. Selective Service Registrant (if applicable)

This only applies to Males born on or after January 1, 1960 must register with the selective service system within 30 days after their 18<sup>th</sup> birthday or at least before they reach the age of 26. Proof of compliance with the Military Selective Service Act must be verified prior to enrollment or during enrollment should the individual turn 18 during participation.

**The following are acceptable eligibility verification sources for Selective Service Registration:**

- a. Selective Service Status Information Letter
- b. Selective Service Registration Record
- c. Selective Service Verification Form
- d. Stamped Post Office Receipt of Registration
- e. Internet - [www.sss.gov](http://www.sss.gov)
- f. Selective Service Registration card
- g. Additional Documentation if it validates Selective Service Registration
- h. Applicant Statement

3. Citizenship or Authorization to Work

**The following are acceptable eligibility verification sources for Citizenship or Authorization to Work:**

- a. Baptismal Certificate with Place of Birth
- b. Birth Certificate
- c. DD-214 (New DD214 Does Not Verify Citizenship)
- d. Food Stamp Records
- e. Foreign Passport Stamped: "Eligible to Work"
- f. Hospital Birth Record
- g. Naturalization Certification
- h. Public Assistance Records
- i. United States Passport
- j. Native American Tribal Document
- k. Alien Registration Card (indicating the right to work)
- l. School/State or Federal ID Card

- m. Documentation Specified on the (Federal) I-9 Form
- n. Completed and Signed (Federal) I-9 Form
- o. Social Security Card (work eligible)
- p. Telephone Verification
- q. Applicant Statement
- r. Other Applicable Documentation, (specified by Escarosa)

**Additional Eligibility Requirements:**

1. “Economically disadvantaged” which is defined as:  
An individual who receives or is a member of a family that receives Temporary Assistance for needy Families (TANF).

**Verification Source:**

- a. Public Assistance records/ Printout.
- b. An individual who receives or was determined eligible to receive Food Stamps in the last six months.

**Verification Sources:**

- a. Current authorization to obtain food stamps
  - b. Letter from food stamp disbursing agency
  - c. Postmarked food stamp mailer with applicable name and address
  - d. Public assistance records/printout
2. Public Supported Foster Child: A foster child on behalf of whom state or local government payments are made.

**Verification Sources:**

- a. Court contact
  - b. Court documentation
  - c. Verification of payments made on behalf of child
  - d. Written statement from state/local agency
3. Homeless: An individual that lacks a fixed, regular, and adequate nighttime residence. This definition includes any individual who has a primary nighttime residence that is:
    - a. a publicly or privately operated shelter for temporary accommodations;
    - b. an institution that provides a temporary residence for individuals intended to be institutionalized;
    - c. a public or private place not designed for or ordinarily used as a

regular sleeping accommodation for human beings.

This could also include a person under 18 years of age who absents himself/herself from home or place of legal residence without the permission of his/her family (i.e. runaway youth).

Note that the definitions above do *not* include an individual imprisoned or detained under an Act of Congress or State Law. An individual who may be sleeping in a temporary accommodation while away from home should not, as a result of that alone, be recorded as “homeless”.

**Verification Sources:**

- a. Written statement from an individual providing temporary assistance (i.e. runaway youth).
  - b. Written statement from Social Security Agency
  - c. Applicant statement/self attestation, in limited cases
4. A “disabled” youth may be eligible for services even if the family income does not meet the low income criteria, as long as the youth’s own income meets the criteria or the criteria for cash payments under any Federal, State or local public assistance. [WIA Title I Section 101 (25) (F)]. An individual that indicates that he/she has any "disability," as defined in Section 3(2)(a) of the Americans with Disabilities Act of 1990 (42 U.S.C. 12102). A “disability” is a physical or mental impairment that substantially limits one or more of the person's major life activities. In general, a “substantial limitation” either: Prevents the person from performing an activity that the *average person* can perform, or significantly restricts the person in performing such an activity (as compared to the average person).

**Verification Sources:**

- a. Letter from a Drug or Alcohol Rehabilitation Agency
- b. Medical Records
- c. Social Service Records/Referrals
- d. Physician’s Statement
- e. Psychiatrist’s Statement
- f. Psychologist Diagnosis
- g. Rehabilitation Evaluation
- h. School Records
- i. Sheltered Workshop Certification
- j. Workers’ Compensation Record
- k. Social Security Administration Disability Records
- l. Veterans Administration Letter/Records
- m. Vocational Rehabilitation Letter
- n. Applicant Statement

- o. Social Service Records/Referrals**

## **C. SERVICE PROVIDERS**

For Fiscal year 2008/2009, Escarosa currently utilizes the services of three providers. These service providers are selected through a Request for Proposal /Competitive Bid process and are subject to change.

- 1. The School Board of Escambia County:** Serves in- and out-of-school students of Escambia County. (See Exhibit “8-A” – for forms package utilized by this Service Provider)
- 2. The School Board of Santa Rosa County:** Serves in- and out-of-school students of Santa Rosa County. (See Exhibit “8-B” – for forms package utilized by this Service Provider)
- 3. Children’s Home Society of Northwest Florida (CHS):** Serves in or out-of-school students of Escambia and Santa Rosa Counties. (See Exhibit “8-C” – for forms package utilized by this Service Provider)

The above providers are all contracted to provide their services in a similar manner based upon each participant’s particular needs, with the following main key activities:

- a. Career Counseling** (See Section “E” – “Case Management”)
- b. Basic Skills Instruction**
- c. Job Shadowing**
- d. Academic/Work Experience Integration**
- e. Leadership and Citizenship Skills Training** that includes Core Values (as adopted by Escarosa)
- f. Community Service**
- g. Mentoring**
- h. Job Skills and Employability Skills Training**
- i. Work Experience (Including Summer Work Experience)** in subsidized and unsubsidized, employment.

Each provider provides first preference to those youth who demonstrate the following barriers:

- a. Basic Skill/Literacy and Numeracy deficient** (See Section “B” (Sub-Section 3 - Basic literacy skills deficient).
- b. Those Youth determined to be of extra high risk** – e.g., youth offenders, homeless youth, youth in foster care/aging out of foster care, youth of incarcerated parents, etc.

The service providers utilize the following procedures to accomplish the tasks set forth in their contracts:

- a.** Service providers receive their referrals from their various sources (See Section “B” – “Eligibility”, Subsection 1).
- b.** An appointment is made with the service provider and the youth applicant for assessment and eligibility.
- c.** All documentation requirements and eligibility requirements are reviewed with the youth. All barriers are to be identified with the Case Manager and the supporting documentation should be requested of the youth.
- d.** The TABE test is administered at the service provider’s location (or a referral is given for testing through Escarosa) to determine Basic Skills proficiency.
- e.** All providers will be required to compose an Individual Service Strategy (ISS), on the Employ Florida Marketplace (EFM) system, for all applicants referred to the Career Center Intake Specialist. The ISS specifies the activities, services, and goals agreed upon by both the Case Manager and the applicant that will lead toward the applicant’s success. At a minimum, the ISS should include:
  - i.** The applicant’s assigned work or educational activity.
  - ii.** Support services to be provided.
  - iii.** The number of hours a participant is assigned to each work or educational activity.
  - iv.** Long-term Employment/Educational Goal.
  - v.** Short-term Employment/Educational Goal.
  - vi.** Basic skills assessment.
  - vii.** Barriers to success.
  - viii.** Steps to completion of goals
- 4.** Once TABE testing is completed and scored, the youth returns all requested documentation. The documentation is then forwarded to the Escarosa Intake Specialist for a Certification Interview.
- 5.** Once the participant has completed the Certification Interview (See Section “D” – “Intake”) and deemed “eligible”, both the Case Manager and the participant will sign the ISS. The ISS will be updated on a continuing basis on the EFM system. The ISS must be career-oriented with the goals being: high school completion or General Equivalency Degree (GED) obtainment and/or postsecondary/advanced education, or unsubsidized employment.

6. Each provider also has the responsibility of reporting on their individual established goals that must be met to maintain compliance with their individual contracts. (See Section “F” – “Reporting”)

#### **D. INTAKE**

1. The three WIA Youth service providers work in conjunction with the Career Center Intake Specialist to verify individual applicants’ eligibility (See Section “B” – “Eligibility”) for the WIA Youth program.
2. A case folder is created for each applicant by the Service Provider seeking services through the program.
3. An “Appointment Letter for WIA Certification Interview” (Exhibit “8-D”) is generated and sent to the student applying for service.
4. In the process of certifying eligibility the Intake Specialist utilizes the following forms package (Exhibit “8-E”) and information (as applicable):
  - a. The Lower Living Standard Income Level and Poverty Guidelines (LLSIL)
  - b. Escarosa Folder Transfer Sheet
  - c. Verifications of Sources Form
  - d. Escarosa - Region 1 WIA Application
  - e. WIA Address/ Phone Number Change Form
  - f. Escarosa Registration Form
  - g. TABE Scores
  - h. Proof of Address, Social Security Number and Citizenship
  - i. Handicap Certification
  - j. Proof Of Income
  - k. WIA Applicant Statement
  - l. Certification of Sole Support Form
  - m. Verification of Household Size Form
  - n. Youth Student Status at Time of Certification Form
  - o. WIA Youth Barrier Form
  - p. Equal Opportunity Form
  - q. Escarosa Grievance Procedures
  - r. WIA Applicant Authorization to Release and/or Request Information
  - s. Escarosa Partner Agency/Organization Statement of Purpose for Collecting Social Security Numbers Form
  - t. Policy Statement on Sexual Harassment
5. The Youth’s information is entered into the State of Florida’s Management Tracking System - Employ Florida Marketplace (EFM). Because eligibility is entered into the EFM system, *all* eligibility must be documented prior to assigning the first activity in EFM. This includes: General Eligibility,

Program-Specific Eligibility, Justification for Intensive/Training Services and Justification for Support Services.

6. If the applicant is deemed ineligible for the program, the reason(s) is (are) documented and the applicant is referred back to the Service Provider, to see if other services are available.
7. If the student is deemed eligible for services, the Intake Specialist then refers the student back to the Service Provider to begin receiving services as a participant and to begin receiving Case Management.

## **E. CASE MANAGEMENT**

The Case Manager will be the main point of contact and will counsel participants to help them complete the various components of their ISS.

The following procedures will be used to conduct Career Management:

1. Once a participant has been deemed eligible for the WIA Youth Program, the designated Service Provider's Case Manager (CM) meets with the participant to begin services within 30 days of the WIA Registration date. Utilizing the participant's ISS, the Case Manager establishes goals and rules are reiterated to the participant. All necessary documentation including, but not limited to, support services (See Section "D" – "Intake"), is completed by the Case Manager and participant and then forwarded to the proper entities to begin services in a timely manner.
2. The Case Manager will make at least monthly contact with each participant. The participant will be required to provide an update to the Case Manager of any status changes or change of contact information. The Case Manager shall verify that the participant is attending and completing all required work hours or educational activities. All provided documentation will be copied and retained in the case file. The Case Manager should counsel and guide participants on continued completion and outcome of work and educational activities and insure that program goals are being met, utilizing the ISS.
3. A review of the participant's ISS will be made to update its progress and make any necessary changes.
4. All WIA Youth participants are required to successfully complete at least one goal for each which he/she is enrolled in alignment with program components and as noted in the ISS. Goal completions must occur within 365 days of the participant's EFM WIA Registration Anniversary Date. A new goal must be set for each participant on his/her EFM WIA Registration Anniversary Date. Case Managers are required to monitor and review each participant's goals monthly and update them, as necessary.

5. The Case Manager is responsible for participant data entry into the EFM system to help maintain compliance and track the individual's progress as well as complete follow-up services for up to 12 months after exit. The EFM system is also utilized by the State of Florida to help verify compliance with State and Federal regulations. Case Notes are maintained in individual participant's case folders, as well as entered into the EFM system.
6. If a participant chooses GED, High School completion, or postsecondary education as their primary activity, the following will apply:
  - a. The Service Provider will approve or disapprove all requests for educational training.
  - b. The Case Manager will help the participant establish a progressive educational plan by the use of assessments (See Section "B" – "Eligibility") and the participant's ISS to allow them to complete their educational goals on time.
  - c. All participants will be required to make contact with their designated Case Manager on a monthly basis.
7. If a participant chooses Vocational Education as their primary activity, the following will apply:

"Vocational Education" or "Training" is education or training designed to provide the participant with the skills and certification necessary for employment in an occupational area. Vocational education or training may be used as a primary program activity. Participants who successfully complete vocational education are likely to result in employment at a higher wage than the participant would have been likely to attain without completion of training. Procedures for vocational training are as follows:

  - a. The Service Provider will approve or disapprove all requests for vocational training, depending on slots available and merits of the request.
  - b. All participants will be required to make contact with their designated Case Manager on a monthly basis.
8. If a participant chooses Unsubsidized/Subsidized Employment – the participant works in the private sector for pay. Worksites are to be established and approved through the Service Provider and must meet established Federal and State guidelines.
9. All activities and all plans must be closed in the EFM system prior to closing a case. Case Closures must contain the exit reason (positive or negative).

10. The Case Manager is required to case note the reason for closure in the EFM system.
11. The participant's file (hard copy) is to be filed and stored for no less than five (5) years (according to Escarosa's current file-storage procedures).
12. For case termination procedures (See Section "H").

**F. REPORTING**

1. Documentation and data entry of all WIA youth participant enrollments, status changes, goal sets/attainments, credentialing, outcomes, follow-ups, and career management/job developer counseling notes/information in a participant's files and on EFM should be timely, comprehensive and accurate.
2. Monthly and Quarterly Performance Reporting is required by Escarosa. Each Service Provider shall maintain and provide a timely report that includes accurate data for the previous month/quarter. Reports should be provided to the Escarosa WIA Youth Coordinator (electronically) no later than the 12<sup>th</sup> of the following month.
3. Any and all other ad hoc reports will be produced by the Service Provider at Escarosa's request. (See Exhibit "8-F" – "WIA Youth Service Provider Monthly/Quarterly Reports Templates")

**G. FOLLOW-UPS**

1. As part of staff follow-up activities, each participant must receive at least one of the services listed below:
  - a. Counseling
  - b. Information on Job Opportunities/Job Clubs
  - c. Adult Mentoring/Tutoring
  - d. Access to Technology to explore Websites and facilitate Communications
  - e. Youth Day Events
  - f. Job Shadowing
2. Since EFM is utilized for data entry, timely follow-ups should be completed at least once per quarter during the 12-month follow-up period. Case Managers are to track the participant's progress and report it utilizing the participant's ISS and making notes utilizing the Case Note function in EFM (See Exhibit "8-G" - Screen Capture of ISS).

3. All initial goals, as well as any subsequent established goals (i.e. - Basic Skills proficiency, job skills, vocational achievements, credentialing, etc.), should be case noted and included in the follow-up process.

## **H. TERMINATION**

If a youth is terminated from the program the following shall apply:

1. The youth and reason for termination is identified by the appropriate Service Provider. Reasons for termination may include:
  - a. Employment
  - b. Post-secondary education
  - c. Incarceration
  - d. Medical
  - e. Entry into military service
  - f. Death
2. The Escarosa WIA Youth Coordinator and the Service Provider will determine if the youth will be deemed as a Positive, Negative or Neutral Closure and if the youth is eligible for any further services – other than follow-up. A WIA Youth Services Closure Confirmation Form (Exhibit “8-H”) is completed and signed.
3. Once the youth’s Closure Status is determined, the appropriate entries are made into the EFM system to terminate the youth’s services.
4. The participant’s folder is then transferred to the Escarosa Monitoring Specialist for retention in accordance with Federal and State regulations.

## **EXHIBITS FOR CHAPTER VIII (WIA) YOUTH PROGRAMS**

Exhibit “8-A” The School Board of Escambia County Forms Package Includes the following:

- Participant Acceptance Letter
- Clearance to Work Form
- Student Appointment Request
- Time Sheet
- Worksite Agreement
- Security Background Check

Exhibit “8-B” The School Board of Santa Rosa County Forms Package Includes the following:

- Handicap Certification
- Student Assessment Record
- Time Sheet
- Checklist for Student Workers
- Student Application for Work Experience
- Security Background Check

Exhibit “8-C” Children’s Home Society Forms Package Includes the following:

- Children’s Home Society Youth Works Contract with Client
- Eligibility Overview
- Escarosa Career Center WIA Youth Barrier Form
- Escarosa Career Center Youth Student Status at Time of Certification
- Program Components Overview
- Children’s Home Society YouthWorks Work Experience Worksite Agreement
- Supervisor Survey for YouthWorks Client
- Landrum Staffing Services “Conditions of Service”

Exhibit “8-D” Appointment Letter for WIA Certification Interview

Exhibit “8-E” Intake Specialist Forms Package Includes the following:

- The Lower Living Standard Income Level and Poverty Guidelines (LLSIL)
- Escarosa Folder Transfer Sheet
- Verifications of Sources Form
- Escarosa - Region 1 WIA Application
- WIA Address/ Phone Number Change Form
- Escarosa Registration Form
- TABE Scores
- Proof of Address, Social Security Number and Citizenship

**EXHIBITS FOR CHAPTER VIII  
WIA YOUTH PROGRAMS  
(CONTINUED)**

Exhibit “8-E” Intake Specialist Forms Package (Continued):

- Handicap Certification
- Proof of Income
- WIA Applicant Statement
- Certification of Sole Support Form
- Verification of Household Size Form
- Youth Student Status at Time of Certification Form
- WIA Youth Barrier Form
- Equal Opportunity Form
- Escarosa Grievance Procedures
- WIA Applicant Authorization to Release and/or Request Information
- Escarosa Partner Agency/Organization Statement of Purpose for Collecting Social Security Numbers Form
- Policy Statement on Sexual Harassment

Exhibit “8-F” WIA Youth Service Provider Monthly/Quarterly Reports Templates

Exhibit “8-G” Screen Capture of ISS

Exhibit “8-H” WIA Youth Services Closure Confirmation Form

## **IX. SUPPORTIVE AND TRAINING RELATED SERVICES**

### **A. GENERAL POLICIES**

1. Workforce Escarosa provides support services, in accordance with WIA, Public Law 134 (d) (4) (D). Through the One-Stop system Adults and Dislocated workers needing training are provided Individual Training Accounts (ITA's). Training related services are provided when required for employment or for the training activity and when not provided by the employer, the educational institution and/or another agency known to the Workforce Escarosa. Youth, support services under WIA, Section 129 (e) (6) and Section 6 of the 1998 Perkins Act are limited. The Perkins Act provides for WIA program funds to be used for only those individuals eligible to participate in the programs.
2. Needs Based Related payments are not authorized for Adults, or Youth, and are extremely limited under the Dislocated Worker due to SDA #1 funding.
3. Determination and documentation of the need for support or training related services will be made by the Career Managers or their immediate supervisor in accordance with established policies and procedures and as noted on the ISS/IRP.
4. The participant must be enrolled in a Workforce Escarosa approved training activity or have an offer of employment to be eligible to receive support or training related services.
5. At this time the following RWB-1 approved training vendors include:

George Stone Center  
Jefferson Davis Community College  
Fortis (CAPPS Medical Institute)  
Locklin Technical Center  
New Horizons Computer Learning Center  
Pensacola Junior College  
Triangle of Technology Academy  
Truck Driving Institute  
University of West Florida  
Virginia College of Pensacola  
Washington-Holmes Technical Center

### **B. SUPPORT AND TRAINING-RELATED SERVICES**

1. Once a participant is determined eligible for WIA training he/she is assigned to a Career Manager. It is the responsibility of the Career Manager to enter the participant into the OSMIS/EFM system before committing to any WIA services. At the time of the initial interview the Career Manager determines the participants support service needs. Once those needs are established the Career Manager

completes a Workforce Investment Support Services Action Request (Action Sheet) and attaches supporting documents to verify the required need. UNDER NO CIRCUMSTANCES SHOULD ANY DOCUMENTS BE BACKDATED, the date the participant actually request services is the actual date that services will begin.

2. The Action Sheet with supporting documents to include any clinical schedules is forwarded to the Escarosa Career Center to the Support Services Specialist.
3. The Support Service Specialist will review all documents for accuracy and prepare item purchase agreements. No request is complete without all the documentation attached at the time of signing. If the Career Manager is missing any part of the back-up documentation DO NOT DATE AND SEND IT to the Support Services Specialist incomplete. The Career Manager for the north end, because of expediency, is allowed to issue a limited number of item purchase agreements. The same rules apply to the North end Career Manager as all Career Managers, support services can not be backdated and all documents must be attached at time of signing. All tool purchases are controlled through the Support Services area and are documented and reported at year-end to make sure that set caps of \$1,400.00 are maintained. Special note: Escarosa will not pay gas allowance beyond the current term/semester. Two weeks will be allowed at the end of each term/semester to have attendance sheets in to the Support Services Specialist. In addition Escarosa will not go back to verify any past payments for the purpose of adjustments. Example: Student saying they were not paid for a specific day three months ago. Attendance sheets should be accurate at the time they are submitted for payment.
4. The Item Purchase Agreements are made out to the participating vendors for supplies and/or services (books, drug screening, food allowance, immunizations, lodging, physicals, specialized kits, supplies, tools, and uniforms). The Purchase Agreement is sent to the Career Manager via carrier and given to the participant to take to the named vendor or mailed directly to the vendor. Only items listed are approved for payment.
5. The Career Manager is issued an approved Childcare list from the Support Service Specialist. This list is to be used by the participant to select a childcare facility approved by the Florida Department of Children and Families (FDCF) or one that is proven not to be a church run organization. It is the responsibility of the Support Service Department to maintain the childcare list and to ensure that facilities are currently licensed/registered and in compliance with separation of Church and State guidelines.
6. The Support Services Specialist will retain documentation regarding services, vendors and terms within the Support Services Department.
7. The Support Services Specialist will prepare all check requests with regard to WIA support services, to include childcare payments, participant re-imbusement payments, vendor payments and transportation allowance payments. Check requests with supporting documents are then forwarded to the Workforce Escarosa Accounting Department to issue the actual checks, The Workforce Escarosa Director or Assistant Director will sign all checks.

8. All hand delivered checks for bus tickets/passes, dental kits, postage, or special supply purchases to a vendor or in a participant's behalf are signed upon receipt of the checks at the Workforce Escarosa Accounting Department. Receipts are retained by the Support Service Specialist and forwarded to the Workforce Escarosa Accounting Office. All student transportation and re-imbusement checks are mailed directly to the participant by the Workforce Escarosa Accounting Office.
9. All invoices for WIA support services are received and processed by the Support Services Specialist. All childcare requires a childcare timesheet signed by the student and childcare facility staff to ensure that all billed times and dates are accurate. Student transportation requires an attendance sheet documenting his/her attendance, and must be signed by the participant and the instructor to be payable. The current pay rate for student transportation is \$3.00 per approved day up to a maximum of \$15.00 per week for all students. The exceptions are students attending Jefferson Davis College who receive \$4.00 per approved day up to a maximum of \$20.00 per week. Students in the Correctional Officers/Law Enforcement programs that must attend some weekends will receive the stated \$3.00 per approved day with a maximum of capped \$20.00 per week.
10. All Career Management and Support Service staff will adhere to procurement guidelines as established by the Workforce Escarosa for support services.
11. The Support Services Specialist will submit monthly reports to the Assistant Director and Accounting Department recapping WIA childcare services, and a full report annually on all support services.

### **C. CATEGORIES FOR SUPPORT AND TRAINING RELATED SERVICES**

1. Transportation (local and out of town)
  - a. Bus Tickets
  - b. Transportation allowance
  - c. Procedures
2. Child Care Assistance
  - a. Licensed FDCF Child care facility
  - b. Child Care Provisions
  - c. Registration Fees
  - d. Procedures
3. Tools, Equipment and Supplies
  - a. Hand tools
  - b. Medical and Dental training supplies/kits
  - c. Uniforms
  - d. Books (Technical schools and special cases only)
  - e. High technology purchase (Case by Case basis)
  - f. Medical transcribing machines
  - g. Film to include black and white or color
  - h. Specialized equipment for handicapped individuals
  - i. Procedures
4. Health Care
  - a. Physicals
  - b. Immunizations may include Hepatitis B series, or rarely a chest X-Ray

- c. Background Checks and Drug screening
  - d. Procedures
5. Special Licensing, Required Testing
    - a. CDL/Chauffeur, CPR, Arnett testing, State and National Boards
    - b. Other required licensed
    - c. Procedures
  6. Temporary Shelter Assistance and Food Assistance
    - a. Out of Area Training shelter and food assistance
    - b. Procedures
  7. Relocation Assistance, Out of Area Job Search Assistance
    - a. Relocation Assistance (Dislocated Worker only)
    - b. Out of Area Job Search (Dislocated Worker only)
    - c. Procedures
  8. Other Support Services and procurement

## **D. SUPPORT SERVICES PROCEDURES**

### **Transportation (local):**

#### **1. Bus Tickets/Passes:**

Bus tickets/Bus passes may be issued to students who are enrolled in an approved occupational skills training activity, youth activity, or work activity (i.e. initial period of unsubsidized employment following training and not continuing beyond the date on which the participant receives his/her first pay check and OJT.

Tickets/passes are generated by an action sheet and supporting documents by the Career Manager requesting the tickets/passes for a participant. The Support Services Specialist calculates the amount needed, places the order, requests a check from the Accounting department, picks up the tickets and distributes them to the Career Manager on an as needed bases. A bulk amount of tickets are purchased and each distribution is signed for by the Career Manager and a bus ticket log is maintained by the Career Manager for the tickets they disburse to the participant. A report of the disbursements is given to the Support Service Specialist on a monthly basis. The reports are reconciled and maintained by the Support Service Specialist and reported annually.

#### **2. Transportation Allowance:**

For local travel (any travel within Escambia and Santa Rosa Counties) participants are reimbursed at a rate conducive to the rise in gasoline prices. The transportation allowance is \$3.00 per approved day and a maximum of \$15.00 per week. Because of extensive travel to and from Jefferson Davis College the rate of transportation is \$4.00 per approved day at a maximum of \$20.00 per week. Correctional/Law Enforcement students who have extended classes to include weekends will receive the \$3.00 per day rate with the maximum capped at \$20.00 per week. Extenuating circumstances may alter these amounts. All documents must be attached to the initial request for transportation this includes CLINICAL SCHEDULES. If a clinical schedule is not made available at the time of signing up for transportation a client action sheet must

accompany the schedule and will be effective the date the schedule is actually submitted, there will be no going back to recalculate transportation for late clinical schedule. We will only pay for the actual time frame in which the schedule was received and forward. **NO BACKDATED DOCUMENTS WILL BE ACCEPTED.** All transportation allowance is verified by attendance sheets showing the days and times of attendance. All attendance sheets must be signed by participant and instructor/employer. Only original signatures will be payable.

**3. Community Transportation:**

Arrangements will be made, for those with disabilities, with what ever company is providing the services at that time. The Career Manager will make the determination and submit an action sheet with proper supporting documents to the Support Service Specialist. Once approved by Workforce Escarosa arrangements will be made.

**4. Out of Area:**

Workforce Escarosa sponsors training activities outside of the Escambia and Santa Rosa County areas on a limited basis. If the participant is sponsored with out of area travel he/she will be reimbursed in accordance with Workforce Escarosa training site specific policy or current mileage rates as documented through odometer readings and noted on the Travel Voucher and/or State mileage charts/maps. Out of area transportation assistance shall be approved by the Workforce Escarosa. An action sheet requesting out of area travel will be submitted to the Support Service Specialist who will seek administrative approval, then process in accordance with standard accounting procedures.

\*Note: All transportation support services must be identified during the interviewing process and should be noted on the participant's Individual Service Strategy (ISS).

**Child Care Assistance: (Support Service)**

- 1. FDIC License:** Child care supported by Workforce Escarosa must be provided through a childcare facility that is licensed/registered by the Florida Department of Children and Families. Any Faith based childcare must be a separate entity from its base church and must prove separation of church and state. Workforce Escarosa funds cannot be expended on the construction, operation, or maintenance of any facility that is used or will be used for sectarian instruction or as a place of religious worship. The only exception to the childcare policy is: Child care in northern Escambia and Santa Rosa Counties, Florida due to limited availability of child care providers can use alternative childcare which DOES NOT include church based childcare providers of any religious order as the alternative.
- 2. Child Care Provisions:** Participants needing assistance in child care must meet at a minimum the following requirements. Be enrolled in classroom training activities or enrolled full-time in OJT. Full time classroom training shall be defined as 9 college credit hours or more at a junior/community college, or as attending 20 hours or more a week at vocational/technical center. Full time OJT shall be defined as working more than 30 hours during a work week. Entering into a Co-op program upon completing classroom training, child care can be paid at 50% for the first 30 days of Co-op, 30% for 31 to 60 days and 20% for 61 to 90 days. No childcare will be paid for Co-op after the 90 days has expired.

3. Children for which child care will be provided cannot be enrolled in school (to include kindergarten) and must be a minimum age of 6 months old. Participants who are locked into training programs which require evening child care may receive assistance, if funding is available.
4. Registration: The Workforce Escarosa will be responsible for one registration fee per fiscal year (July 1 to June 30 of the following year).
5. School breaks and Holidays: Escarosa will pay to hold an authorized childcare spot for up to, two weeks for Christmas break and one week for Spring/Fall break for returning students only.

**Procedures:**

The following procedures shall be followed to secure child care assistance for eligible participants. All Career Manager are supplied a child care list of child care facilities, and their license status, by the Support Service Specialist at least twice per fiscal year.

1. The Career Manager will determine need of services which shall be explained on the ISS/IRP. After justifying a need, the Career Manager will request child care via client action sheet and supporting documents. All documents must be dated when all back-up documents are attached and all forms signed, there must not be any back-dating of any documents. The request is forwarded to the Support Services Specialist for oversight and processing. Making sure that the facility chosen is duly licensed, maintains separation of church and state requirements, and is in good standing with the Workforce Escarosa. Also making sure that the child/children's ages are within the age limitations set. Prior to approval of child care support services, the participant will review and sign the Child Care Assistance Policy.
2. If the participant is attending classroom training activities, he/she must provide the Career Manager with documentation to verify class days and child care needs. The Career Manager must be provided a class schedule to include any clinical schedules and a statement of need). The Career Manager has the option to allow additional child care services for study times, library research projects, labs and other training related factors needed for the participant to be successful in the training activity. In the case of OJT, the Career Manager must be provided a proposed work schedule if day care is needed.
3. The Career Manager shall initiate a client action sheet, class schedule/work schedule, statement of need form, childcare policy agreement, child care time sheet and child care authorization form. Both Career Manager and participant must sign appropriate documents. The original timesheet and a copy of the childcare authorization are to be sent directly to the child care facility. A copy of all documents is forwarded to the Support Service Specialist for processing of childcare payments and to resolve any issues.  
The Support Services Specialist shall ensure that a current copy of each child care provider's license/registration, rates, fees and payment policies are kept on file.
4. The child care facility staff or the participant shall be responsible for completing one child care time sheet per week. Both the participant and child care employee must sign the timesheet to verify attendance and rates (only original signatures will be accepted).

5. The child care facility may mail or deliver timesheets to the Support Services Specialist to process for payment. The Support Services Specialist is required to approve all payments. The child care time sheets will be processed in accordance with standard accounting procedures.
6. Participant attendance records with regard to childcare are kept by the Career Manager to determine if the participant is complying with the terms in the child care assistance policy and to determine if the participant is attending scheduled classes. The Career Manager will inform the Support Services Specialist of any schedule changes via client action sheet.
7. If Workforce Escarosa withdraws financial support for Child Care Services for a participant attending classes, the Support Services Specialist will notify the affected child care facilities by letter, whenever possible, no less than two weeks prior to withdrawal of support. If the participant is not attending classroom training or has dropped out of training, the child care center will be notified immediately by telephone and services will end on that day. A follow up letter will be mailed based on the telephone conversation.
8. The percent/rate of childcare payments shall be made in accordance with the Workforce Escarosa's child care rates based on current funding and economical conditions of the times. Childcare increases requested by the Support Services Specialist based on a trend of increases through out the childcare industry and are approved by the Executive Director. Current childcare rates based on the child's age are as follows: For a child 6 months to 12 months, the maximum amount is \$130.00 per week; from 13 months to 24 months, the maximum amount is \$120.00 per week; and from 25 months to 5 years old, but not yet in school, the maximum rate is \$115.00 per week. These rates are subject to change. In order to pay childcare for a 5 year old child, the child must not be able to attend kindergarten because he/she turned 5 years old after the cut off date of September 1st of that year. The Support Services Specialist negotiates with the childcare providers to take advantage of any and all discounts that may be available to Workforce Escarosa. The exception to these rates is for Co-op and OJT. For which Workforce Escarosa will pay 50/30/20% of it's rates respectively.  
 Note: ALL CHILD CARE SERVICES MUST BE IDENTIFIED DURING THE INTERVIEWING PROCESS AND SHOULD BE NOTED ON THE PARTICIPANT'S ISS.

### **Tools, Equipment and Supplies**

- A. Only hand tools required for completing approved training.
- B. Uniforms to include shoes, watch, hat/caps, lab coats. Patches for Correctional officers training only.
- C. Medical supplies to include, dental kits, nursing equipment, medical transcribing machines, and computer repair kits.
- D. Books to include, course books and workbooks at a technical school, dictionaries, and encyclopedias.
- E. Specialized equipment for disabled individuals. This is considered a support service, not a training related need. Adaptive equipment may be provided to enable a participant to participate in an activity for employment or classroom training i.e.

(enhanced stethoscope). Whenever possible, agencies which specialize in providing this type of support shall be utilized first (Division of Blind Services, Vocational Rehabilitation, or Hearing Impaired Agencies).

### **Procedures**

1. Documentation must be obtained by the participant from the training site or employer which verifies that the terms requested are required to participate in the training activity or to become employed; that the requirement applies to all students/employee, and that the items are not supplied by the training site or employer. The only exclusion is the disabled participants.
2. All items to be purchased with Workforce Escarosa dollars must have prior approval before any purchase may be made by any participant. The Career Manager will determine the required need. A client action sheet and supporting documents must be forwarded to the Support Services Specialist for review and final approval. A letter of authorization/voucher will be issued to the participant to take to a particular vendor for purchases. On some occasions a vendor is not on the support service vendor list or does not accept a letter of authorization/voucher. In those cases reimbursement is permitted but, the purchase must still be pre approved by the Career Manager.
3. Workforce Escarosa will not be responsible for any items not listed on the letter of authorization/voucher. Because of location the north end does not have expediency in receiving vouchers. Therefore the Career Manager in that area is authorized to issue all letters of authorization except for tools.
4. The vendor ensures that the participant signs his/her invoice before mailing it to the Support Services Specialist to process for payment. All invoices involving a letter of authorization/voucher, regardless of Career Manager involvement, are routed to the Support Services Specialist to process. All invoices will be processed in accordance with standard accounting procedures.
5. All purchases are the property of Workforce Escarosa. If a participant drops out of training/employment he/she must return all items purchased within 30 days of the last day of training/employment. The purchased items become the property of the student/employee 90 days after successful completion of training or 90 successful days of unsubsidized employment. Confiscated items, if usable, are redistributed to other participants in the same area of study/work. If not usable they are discarded. Discarded items are described as items that are broken or unsanitary (dental floss, paper gowns, dental instruments that can not be sterilized).
6. Workforce Escarosa will pay for required training items one time only. Workforce Escarosa will not replace lost, broken or stolen items.
7. Workforce Escarosa will not be responsible for the purchase of pens, pencils, paper, composition books, notebooks, or other perishable miscellaneous supplies for training activities. The exception to this is in specialized training. (graphic, multi-media etc).

### **Health Care**

- A. Physicals examination, required immunizations, may on occasion include updated shots or a Chest X-Ray
- B. Background Checks, Drug/Substance Abuse Screening.

Note: The above items may be provided by Workforce Escarosa if they are required by the training site/employer and are required for all students/employees, and are not provided from any other source.

### **Procedures**

1. The participant must provide documentation from the training site or employer to verify that the physical, drug screening, immunizations or background checks are required. This information is provided to the appropriate Career Manager.
2. The Support Services Specialist, and in some cases the Career Manager, approves and or initiates a letter of authorization/voucher for the WIA Participant. Participant needs are identified via client action sheet and supporting documents. The letter of authorization/voucher specifies the service to be provided by the medical provider. Workforce Escarosa is not responsible for additional services provided by the medical provider that have not been approved by the Support Services Specialist or the designated Career Manager.
3. All vendor invoices will be approved for payment by the Support Services Specialist. Payments will be made in accordance with standard accounting procedures.

### **Special Training Related Licensing**

- A. CDL (Drivers/Chauffeur), CPR, RN, LPN, State and National exams
- B. Other Required License and Exams.

Note: This may be a license not requiring an examination (i.e., Security Guard, etc.) but which is required for employment or training.

### **Procedures**

1. Any license and state or national exams for certification or licensure required for training or employment may be sponsored by Workforce Escarosa. The participant must document the need for the certification/license (noted within the curriculum or specialized training materials) or as documented by the employer.
2. Workforce Escarosa will be responsible for reimbursement to the WIA participant only if he/she is successful and passes the exam for certification or licensure.
3. The participant will need to document the successful completion of the exam by providing test scores or a copy of actual certificate or license. To be reimbursed, proof of payment/s must be provided (i.e., photo copy of check, money order or credit card/bank statement). All statements must include the name of the licensing entity, date of payment and the amount paid. Proof of payment must be given to the appropriate Career Manager who shall then forward a client action sheet and all supporting documents to the Support Services Specialist to process for payment.
4. The Support Services Specialist must approve all requests for payments reimbursed and/or fees which shall be processed in accordance with standard accounting procedures.
5. Temporary Shelter Assistance (Support Service)

### **Out of Area**

Workforce Escarosa provides temporary shelter to participants attending Commercial Truck Driver training at Washington-Holmes Area Vocational Technical Center in Chipley, Fl. Shelter is provided through area hotels/motels which are located near the school. Payments are made directly to the hotel/motel providing the service.

### **Procedures: Out of Area**

1. Workforce Escarosa will select the hotel/motel to provide the service and will establish an agreeable payment system with the facility.
2. The Career Manager will notify the Support Services Specialist and hotel/motel by letter specifying the length of time the participant is expected to be housed there as well as the number of rooms needed.
3. If support for a participant is to be withdrawn, the Career Manager will notify the Support Services Specialist by client action sheet. The Career Manager will telephone the motel/hotel immediately to withdraw support. Workforce Escarosa will be responsible for a maximum of two weeks payments after withdrawal of any of its participants only. Workforce Escarosa will not pay for support beyond the notification date unless a contract is signed to the contrary.
4. The hotel/motel will forward all invoices to the Support Services Specialist to process for payments. The Support Services Specialist will process invoices in accordance with standard accounting procedures.

#### **Food Assistance: Out of Area**

Food allowance: Workforce Escarosa will provide a food allowance to participants attending training out of the Escambia and Santa Rosa County areas as approved by designated staff. Currently the food allowance is provided to participants attending the Washington Holmes Commercial Truck Driving training. Due to the economic nature and the cost of living associated with Chipley, Florida the food allowance is calculated at \$21.00 per day. If the participant is receiving food stamps this service should be coordinated with the food stamp office to insure that the need is justified.

#### **Procedures**

1. The Career Manager will provide a client action sheet with supporting documents to the Workforce Escarosa accounting office for processing and distribution.
2. The Accounting office will process Check Request Forms and issue a check for food allowance for each participant on a weekly basis for the duration of the training period. If the participant receives food stamps, this assistance must be coordinated and justified.
3. The food allowance checks will be received by the Washington Holmes school and issued to the WIA participant by a Washington Holmes designated staff member.

#### **Relocation/Out of Area Job Search Assistance (Dislocated Worker only)**

- A. Relocation assistance may be provided to dislocated eligible participants if employment is obtained outside a 100 mile radius of Escambia or Santa Rosa Counties. Financial assistance will not exceed \$1,000.00 per individual and will not exceed 90% of the total moving cost.
- B. Out of Area Job Search Assistance may be provided to dislocated eligible participants if possible employment may be obtained outside a 100 mile radius of Escambia or Santa Rosa Counties. Career Managers will verify that the participant has a job interview by a collateral contact call or written documentation of the intent to hire from a potential employer. Once determined that an actual interview exists, assistance may be provided. Assistance will not exceed \$800.00 per individual.

#### **Procedures**

1. Prior approval must be obtained by the participant from the Career Manager before any assistance is permitted.
2. The participant must provide the Career Manager the name of the employer to include his/her address, phone number and contact person.

3. The participant must provide documentation regarding the position, hourly wage and job duties. For relocation assistance the participant must also provide the date employment will begin.
4. Documentation for all reimbursements must include a receipt for expenses and/or estimated cost on business letterhead to verify relocation cost.
5. All expenses for relocation assistance must be with established businesses and cannot be for employing family members or personal acquaintances.
6. Reimbursement will occur through client action sheet and supporting documents forwarded to the Support Services Specialist. And will be processed according to standard accounting procedures.

### **Other Support Services**

**Shelter:** (Needs based) Housing assistance through the payment of rent or mortgages may be made if a participant is at the point of having to drop out of school or work activity. A request for shelter assistance is initiated by the participant's written statement of need and updated financial statements. The Career Manager after reviewing the statement of need and verifying the monthly rent/mortgage amounts with the landlord/mortgage company. The Career Manager will update the ISS/Reemployment Plan and prepare a client action sheet and supporting documents to forward to the Support Services Specialist. The Support Service Specialist will consult the Assistant Director, and/or Executive Director for final approval. A participant's financial needs must be predetermined each semester for training activities or once every three months for work activities. Assistance cannot exceed 12 consecutive months in this area. In addition, needs based support services may include payments for utilities (electricity, water, sewage/garbage, gas and basic telephone). Long distance phone service, cable, and internet services will not be covered.

**Other:** Other support services may be provided based on participant need. This may include eye glasses, dental and medical care, automobile repair, etc. Needs are determined on an individual basis and will be noted in the participant's folder. A request for assistance is initiated with the participant statement of such need, and an updated financial report. The Career Manager will justify the need, and he/she will coordinate with the Support Services Specialist. The Support Services Specialist will seek approval from the Assistant Director and/or the Executive Director to provide the assistance required.

### **Procedures:**

The Support Services Specialist will procure the vendor/s to supply the above services based on individual items or services needed. Workforce Escarosa, in dealing with participants, does not always have the doctors or healthcare facilities that will provide the above needs in the time frame the participant may need them, or, the provider may not be willing to accept our participants at all. Therefore, Vendors will be obtained on an as needed basis. Workforce Escarosa does work with a local doctor who will work the WIA participants into daily appointments based on participant needs and timelines. The local doctor will also invoice for services rendered. Workforce Escarosa utilizes the Escambia and Santa Rosa Health Departments respectively. When possible Workforce Escarosa will obtain three oral quotes for services and/or three written quotes depending on estimated cost. If for some reason a health care need is approved by a Career Manager and the participant must use a provider not approved by Workforce Escarosa, the required service may be re-imbursed at the equal or similar rate Escarosa pays a provider for the same services.

## **Procurement of Support Services and Training-Related Services: Child Care**

Workforce Escarosa does not contract with child care providers for a specific number of slots. WIA participants choose a facility in accordance with the following rules.

1. The participant chooses a facility that he/she will be happy with and where he/she feels safe in leaving their child/ren. The participant is supplied a support service childcare list to aid in the choices.
2. The childcare list is maintained by the Support Services Specialist. The providers have been screened to make sure they are FDCF licensed/registered. (Some exceptions apply to the areas with limited or no access to childcare providers).
3. The Child care provider must provide Workforce Escarosa with a copy of current license/registration and child care rates.

4. Workforce Escarosa will allow the maximum child care payment rates. (rates may change due to economic changes).

\* (6 months to 12 months) \$130.00 per week

\* (13 to 24 months) \$120.00 per week

\*(25 months to 5 Years and not yet enrolled in school) \$115.00 per week

Note: The child care provider should be in the general area of the participant's residence or training site. Workforce Escarosa prefers to use a childcare provider which operates within the above rates. However, if a participant selects a more expensive center then he/she is responsible for the remaining child care expenses.

### **Transportation**

1. Participants of Escambia County may use the public transit system. Workforce Escarosa provides bus tickets/passes to individuals who do not drive and who are eligible to receive transportation support. Escambia and Santa Rosa County participants who have transportation (automobiles) may be provided from \$15.00 to \$20.00 per week transportation allowance. These figures are based on need and location.
2. Participants traveling to Washington Holmes in Chipley, Fl for commercial truck driver training are provided a round trip commercial bus ticket ( Greyhound) or, when appropriate, a travel check in the amount of \$65.00 to cover gas to and from the truck driving school. North end Escambia and Santa Rosa County participants attending Jefferson Davis College or Truck Driver training in Evergreen, Alabama may be reimbursed \$4.00 per day not to exceed \$20.00 per week to cover travel and food expenses.
3. Workforce Escarosa may assist participants with automobile repair if the vehicle is needed for training. The participant must be without access to public transportation and family members can not provide transportation. The participant must document the need for assistance, be involved in a WIA approved training program, and must meet Workforce Escarosa's guidelines for that training component. The participant must provide his/her Career Manager with three written quotes on automobile repairs. The Career Manager then makes a decision regarding Workforce Escarosa assistance, coordinating with the Assistant Director as required. The policy

addressing the determination and appropriate costs are being addressed under WAGES. Once approved, this process shall be applied to WIA.

Note: All licensed automobile mechanics/businesses are allowed to provide estimates for automobile repairs. The lowest bidding vendor will be utilized.

### **Books**

Workforce Escarosa does not purchase books in bulk supply. Individual books are purchased at the time the participant is approved for a particular training program, registered, and begins training. Workforce Escarosa works with community book suppliers supporting all our educational institution training programs. Our major suppliers are listed below.

1. The Pensacola Junior College (PJC) Bookstore, which is used for participants attending PJC if possible. The PJC bookstore has a computerized accounting system and only supplies books required for the student's area of study. Books are matched to classes and are approved by the PJC WIA Coordinator.
2. Lemox Bookstore is used for participants attending George Stone Center (GS) and Locklin Technical Center and may be used by all students when book purchases are required. GS and Locklin Career Managers are responsible for coordinating required book purchases with the Support Services Specialist. Those requests are invoiced and sent to the Support Services Specialist for processing and payment.
3. Jefferson Davis Community College bookstore is the only known bookstore in the Atmore/Brewton, Alabama area. Books are matched to the requirements of the course work and are invoiced through a computerized accounting system. The Career Manager for Jefferson Davis is responsible for coordinating book requirements to ensure accurate purchases and invoices.
4. All bookstores which provide the required books may be utilized as long as price ranges are comparable to the main vendors.
5. Books are approved as follows:
  - \*General course books (English, Math, History, and Science)
  - \*Technical books (Accounting, Legal, Computer, and Building Construction)
  - \*Medical; Para Professional (LPN, RN, Paralegal)
  - \*Dictionary's and Encyclopedias.

### **Uniforms**

1. Workforce Escarosa works with many uniform vendors. They are Bosso's Uniforms, Inc., PJC Bookstore, Nightingale Uniform Company, Ruth's Uniform Shop, and Uniformly Yours. Any one of these vendors will serve the WIA participants uniform needs and in some cases supplies as well.
2. All uniform retailers which provide the uniforms required for approved training areas are utilized as long as the prices are within the Workforce Escarosa approved ranges listed below.
  - \*Medical related \$150.00 to \$300.00
  - \*Correction Officer \$180.00 to \$300.00
  - \*Culinary Arts \$100.00 to \$200.00

Note: Price varies depending on size requirements and may change based on economic factor. Any increases will be approved by the Workforce Escarosa Assistant Director, or Executive Director.

### **Tools**

1. Workforce Escarosa utilizes a variety of vendors for tools/supplies. These include but are not limited to: PJC Bookstore; The Home Depot; Johnstone Supply; Office Depot; Office Max; Penko; Radio Shack; Sears; Tech Advanced Computers to name a few. Purchases are made according to availability and price.
2. Workforce Escarosa will not exceed \$1,400.00 per participant in the purchase of required tools.
3. All vendors who provide tools for approved training programs will be utilized as long as their prices are within the above range.
4. Workforce Escarosa will not purchase any power tools.

#### **Health**

1. For most physical examinations Workforce Escarosa utilizes Dr. Lucey of Pensacola, Florida. This is due to the fact that Dr. Lucey agreed to take participants on short notice (1 day or less) and is reasonably priced. Dr. Lucey will also administer immunizations if necessary. WIA participants may use Dr. Lucey or a doctor of their choice as long as prices are comparable. Workforce Escarosa works with those doctors regarding the billing/account process, participant needs, appointment scheduling and documentation requirements.
2. The Escambia and Santa Rosa County Health Departments respectively do not provide physicals but do offer immunizations/vaccinations. Those facilities are utilized as needed.
3. All health care facilities that provide physicals, drug/substance abuse testing, immunizations, etc. may be utilized as long as the prices are within comparable ranges.

#### **Lodging**

1. Workforce Escarosa provides lodging assistance for participants attending Washington Holmes Technical Center Commercial Truck Driver Training in Chipley, Florida. Workforce Escarosa utilizes The Executive Inn in Chipley, Florida. Workforce Escarosa reserves the right to use any lodging facility that is conducive to the health and welfare of our participants. The Executive Inn rates are reasonable at a fixed price of \$36.00 per day per participant.
2. Vendors for these services are chosen based upon participant preference, location/distance from school, and price of required service. Other lodging options will be considered as they are identified.

Revised 01/09/08/gg

Approved 07/17/08 Susan Nelms

## **X. DEFINITIONS OF ABBREVIATIONS AND ACRONYMS**

ADA	Americans with Disabilities Act
AWI	(Florida) Agency for Workforce Innovation
BRAC	Base Realignment And Closure
CDL	Certified Driver's License
CPR	Cardiopulmonary Resuscitation
CHS	Children's Home Society of Northwest Florida
CM	Case Manager
DD214	Defense Department Form 214 - document of the United States Department of Defense, issued upon a military service member's retirement, separation or discharge from active-duty military.
DCF	Department Of Children and Families (State of Florida)
DJJ	Division Of Juvenile Justice (State of Florida)
DPN	Disability Program Navigator
DTAA	Department of Trade Adjustment Assistance
EFM	Employ Florida Marketplace
EWT	Employed Worker Training
FAFSA	Free Application for Federal Student Aid
FDIC	Federal Deposit Insurance Corporation
FL	Florida
GED	General Equivalency Degree
IEP	Individual Employment Plan
ISS	Individual Service Strategy

ITA	Individual Training Accounts
LLSIL	Lower Living Standard Income Level (Poverty Guidelines)
LPN	Licensed Practical Nurse
NEG	National Emergency Grants
NAFTA	North American Free Trade Agreement
O'NET	Occupational Information Network
OSMIS	One Stop Management Information System
OJT	On-The-Job Training
OST	Occupational Skills Training
PJC	Pensacola Junior College
REACT	Reemployment and Emergency Assistance Coordination Team (Florida's Rapid-Response Unit)
RFP	Request for Proposals
RN	Registered Nurse
RWB	Regional Workforce Board
SSI	Supplemental Security Income
SSN	Social Security Number(s)
SSDI	Social Security Disability Income
TAA	Trade Adjustment Assistance
TABE	Tests for Adult Basic Education
TANF	Temporary Assistance For Needy Families
TDD	Telecommunications Device for the Deaf
TTY	Teletypewriter
UC	Unemployment Compensation

VLC	Virtual Learning Center
VRS	Video Relay System
WARN	Worker Adjustment and Retraining Notification Act
WIA	Workforce Investment Act
WP	Wagner-Peyser Program