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TRAINING POLICY AND PROCEDURES MANUAL

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TABLE OF CONTENTS

1.00 GENERAL

1.01. This manual contains rules and procedures for the Workforce Solutions of Central Texas (WSCT) vocational training process. Red print signifies changes/additions from previous policy.

1.02. **Disclaimer:** Policies, procedures, and/or benefits summarized in this and all other WSCT policy and procedures manuals and policy letters are not contractual in nature. Workforce Solutions of Central Texas reserves the right to change, modify, add, or delete any policy at any time with or without prior notification or approval.

1.03. **Discrimination:** Customers applying for and receiving training services will not be discriminated against by reasons of race, age, religion, color, disability, national origin, gender, political affiliation, beliefs, genetic tests and information, citizenship, and for beneficiaries only, citizenship, or participation in any Workforce Innovation and Opportunity Act (WIOA) financially assisted program or activity.

1.04. **Persons with Disabilities**: Appropriate accommodations shall be provided to customers with a disability, physical or health limitation, limited English proficiency (LEP), access problems, or other limitations. Training activities for persons with disabilities will support the expectation that the disabled person will be able, once trained, to meet the same employment standards, responsibilities, and expectations as other working-age adults. The goal of training assistance is to prepare the person for achieving competitive employment.

1.05. **Privacy of Customer Information:** Customers have the right to control the use of their personal information. Workforce employees have the professional and ethical responsibility to protect a customer's privacy rights consistent with lawful administration of program services. WD Letter 13-13, Personally Identifiable Information, April 2013 and the WSCT Personally Identifiable Information Policy as revised, address the handling of individuals' confidential and sensitive information.

1.06. **Key Definitions:**

- 1.06.01. **Ability to Benefit:** The assessed ability of a customer to qualify for training sponsorship, complete training provider entry requirements, successfully complete training, and become employed in an occupation related to the training.
- 1.06.02. **Assessment:** The process of gaining information to determine ability to benefit, basic skills, and to provide appropriate services and counseling.
- 1.06.03. **Basic Skills Deficient**: A person who is unable to compute or solve math problems, or read, write, or speak English at a level necessary to function on the job, in the family, or in society.
- 1.06.04. **Case Management:** The process of providing personalized one-on-one customer counseling and management by assigned Case Managers.

- 1.06.05. **Case Manager:** A workforce specialist that provides one-on-one direction and guidance to the customer and performs the required actions to enroll, assist, and exit the customer from grant programs.

- 1.06.06. **Dislocated Worker:** A person who is either scheduled to be or has been laid-off or terminated from employment due to no fault of their own, is unlikely to return to their previous occupation or industry, and requires assistance in obtaining employment. This includes individuals, groups of workers, qualified self-employed workers, and displaced homemakers.

  a. Dislocated includes spouses of members of the Armed Forces on active duty who have been displaced from employment due to military orders, or who are unemployed or underemployed and having difficulty in obtaining or upgrading employment.

  b. A military spouse is a displaced homemaker when he/she is the spouse of a member of the Armed Forces on active duty whose family income has been significantly reduced because of a deployment, an order to active duty, a change of station, or the service-connected death or disability of the service member.

- 1.06.07. **Grants with Specific Requirements:** Grants administered by WSCT having a training component with specific requirements on how the grant may be administered.

- 1.06.08. **Out-of-School Youth (OOSY)**: A youth, not attending any school and between the ages of 16 and 24 who has one or more of the following:

  a. A school dropout;

  b. Within the age of compulsory school attendance but has not attended school for at least the most recent complete school year's calendar quarter;

  c. A recipient of a secondary school diploma or equivalent who is a low income individual and is either basic skills deficient or is an English language learner;

  d. Subject to the juvenile or adult justice system;

  e. Homeless, a runaway, in foster care or who has aged out of the foster care system;

  f. Parenting or pregnant;

  g. Disabled;

  h. Low income and in need of additional assistance to enter or complete an educational program or secure or hold employment.

- 1.06.09. **Vocational Skills Training**: Training for occupational skills related to an occupation and conducted at an approved training facility (provider) or a registered apprenticeship program.

1.07. **Priority for Training Services:** Priority for adult individualized career training and support services will be given automatically, without condition to recipients of public assistance, other low-income individuals, and to individuals who are basic skills deficient. Priority for training is also assigned to qualified veterans and qualified spouses, and to qualified foster care youth (see WSCT Priority of Services Policy).

- 1.07.01. For purposes of WIOA Dislocated Worker services, eligibility determines this service and it is recognized that some applicants may also have priority under the conditions stated above.

- 1.07.02. Basic skill deficiencies will be determined using the Tests of Adult Basic Education (TABE) or a recent (less than 1 year old) assessment of basic education skills administered by a competent agency.

1.08. **Recording and Filing of Information:** Customer files and forms shall be standardized to ensure consistent content and to facilitate monitoring and file management.

- 1.08.01. **The Workforce Information System of Texas** (**TWIST)**: at the minimum the following will be entered into TWIST: The application, all case notes, support services, assessment results, Individual Employment Plan (IEP), *the Youth Individual Service Strategy (ISS) form,* and the Individual Training Account (ITA). *These shall be entered no later than 5 business days following the event.*

- 1.08.02. **Customer Files:** With the exception of youth program files, and until the expected "paperless" file system is operational, the official (master) paper file will be kept by the Case Manager at the local office until exit. This file contains all documents related to all customer activities such as eligibility, enrollment, support services, payments, assessment, case notes, and others as required. Youth files are kept at a location determined by the Youth Manager.

    a. Eligibility documents and documents related to enrollment, along with the service tracking form, will be scanned to the Eligibility Specialist for review and for quality assurance.

    b. Each month the Case Manager may enroll the customer in Twist without a hard copy of service tracking form as long as the customer remains in the same activity. If the customer changes activities then the service tracking form will be scanned to the eligibility specialist for review.

    c. Performance data, to include entered employment, credential or post-secondary data, will be scanned to the Eligibility Specialist for quality assurance

    d. Original documents relating to fiscal actions and back up documents for payments reside at the fiscal office with copies retained in the official file.

    e. Upon exit from the program or grant, and/or after all actions required by this sponsorship are completed, the official file is closed, sent to the Eligibility Specialist and retained for the prescribed time.

2.00 WORKFORCE INNOVATION and OPPORTUNITY ACT (WIOA)

2.01. Eligible WIOA adults and dislocated workers may be considered for either Career Services or Training Services, or both. These services equip customers to enter the workforce and retain employment, preferably in the occupation they are best suited for and trained. Enrolled youth in the youth program may be considered for Training Services as well.

- 2.01.01. There is no sequence of service requirement. No additional Career Service is required prior to committing to Training Services. Prior to training enrollment, the customer's eligibility must be established and a determination of need made.

- 2.01.02. Follow-Up Services must be made available for a minimum of 12 months to participants completing training. Customers may refuse these services.

- 2.01.03. This policy deals primarily with Training Services; not all services may be available or supported by WSCT. Training Services may include:

    a. Occupational skills training;

    b. On the job training (OJT), to include registered apprenticeship;

    c. Incumbent worker training (WIOA 134(d) (4);

    d. Workplace training combined with cooperative education programs;

    e. Private sector training programs;

    f. Skills upgrading and retraining;

    g. Entrepreneurial training;

    h. Transitional jobs [WIOA 134 (d) (5)];

    i. Job readiness in conjunction with other training described above;

    j. Adult education and literacy activities including English language acquisition in conjunction with other training;

    k. Customized training with employer commitment to hire upon completion.

3.00 TRAINING PROCESS OVERVIEW

3.01. Unless otherwise specified in grants/programs with specific requirements, this process is applicable to all grants and programs containing a training element. The training process contains the following activities and need not be in the order indicated here. They may be concluded in one or more sessions with the customer. The process may also include concurrent Career Services for those enrolled in WIOA.

- 3.01.01. Schedule an orientation as required.
- 3.01.02. Career Placement Evaluation (assessment as required)
- 3.01.03 Meet one-on-one with a Case Manager
- 3.01.04. Determine eligibility, complete required forms and activities, and complete additional assessment as required
- 3.01.05. Enroll into appropriate training with subsequent case management
- 3.01.06. Case managed job search 30 days prior to completion of training
- 3.01.08. End of training
- 3.01.09. Formal exit
- 3.01.10. Follow-Up Services

3.02. **Entry into Vocational Training:**

- 3.02.01. Entry into vocational training activities shall be consistent across WSCT locations.
- 3.02.02. Customers desiring vocational training are scheduled for the first appointment or orientation and provided information showing documents to bring to the appointment. If first contact is by phone or other means the information packet may be mailed or e-mailed. The packet may also be obtained through the WSCT website.
- 3.02.03. **Orientation.**

    a. If the customer is in the workforce system (CHOICES or SNAPE&T) and has an assigned Case Manager, or if there is another compelling reason, they may, at the Case Manager's discretion, receive a one-on-one orientation.

    b. The orientation imparts information about training and begins the application process. It includes information on school courses and enrollment requirements. Financial aid, how to apply for college, and enrollment schedules may also be discussed.

    c. The Internet link to the TWC Eligible Training Provider System (ETPS) statewide list of TWC certified schools will be provided. (www.twc.state.tx.us/providercert).

    d. During the orientation, or at a scheduled time following, conduct a one-on-one meeting. As applicable, this includes an eligibility screen and a review of prior school credit and assessment. Discuss financial aid. Discuss the next steps to be taken. Training provider placement assessment, contact information, and schedules and enrollment procedures may also be discussed. At this point a Case Manager may be assigned and future appointments made.

e. **Next Steps:** may include college placement and acceptance activities, career planning meetings with the Case Manager, applying for financial aid, development of a degree or training plan, and scheduling more next steps.

3.03. **Evaluation:** Diagnostic assessment shall be given as required to determine need for services, ability to benefit, and priority of services. This may include, but is not limited to, assessment of education skill levels (literacy, numeracy, and English proficiency), aptitudes, abilities, skill gaps, barriers, and the need for support services.

3.04. **Career Planning Meetings:** Subsequent meetings with the assigned Case Manager to get ready for placement into training may include:

- 3.04.01. Review of the pre-application information.
- 3.04.02. Review of assessment results and findings.
- 3.04.03. Discussion of the customer's occupational and training interests.
- 3.04.04. Discussion of how they plan to support themselves while in training.
- 3.04.05. Determine the customer's financial aid package, both approved and applied for, and determine how training is to be funded and how financial aid is to be applied to the cost of training while in WIOA-sponsored training. (See 4.09).
- 3.04.06. A check in TWIST to determine if the customer is enrolled in other programs. Those not attending training or who are waiting or preparing for training may be referred to other services. No customer may be enrolled in more than one National Emergency or National Dislocated Worker Grant (NDWG).
- 3.04.07. Completion of the Income and Expense Summary as required.
- 3.04.08. Initiation of the Individual Employment Plan (IEP).
- 3.04.09. Referral to another appropriate service or agency as applicable.

3.05. **Enrollment:**

- 3.05.01. Completion of the application and approval by the Eligibility Specialist.
- 3.05.02. The ITA is completed and entered directly into TWIST. All other required forms are completed.
- 3.05.03. School-specific processes (school enrollment, payment of books, fees, and tuition, etc.) are started. Enrollment into training is completed. Career Services, as applicable, are continued.
- 3.05.04. Management of customers in other services such as CHOICES or SNAPE&T requires direct coordination of services and frequent contact between Case Managers concerned.

- 3.05.05. **Post-Training and Job Search as follows:**

  a. Continue Career Services as applicable.

  b. If not already employed, encourage the customer to start a job search no later than 30 days prior to completion of training. The customer should be registered at WorkinTexas.com. The Case Manager should assist with job leads and referrals to the career center and workshops as needed.

  c. Send a withdrawal form to the school and to Fiscal (time sensitive).

  d. Complete the required TWIST forms.

  e. Obtain completion documentation from the school.

  f. Maintain contact with the customer during job search and other subsequent activities. When employment is reported the Case Manager must follow-up with the employer for confirmation.

  g. The Case Manager must complete job search and exit the customer consistent with current state rules.

- 3.05.06. Follow-up services are required for one year for all customers who obtain unsubsidized employment following training.

3.06. **Customer Contact/Case Notes:** Reference is made to Texas Workforce Commission (TWC) WD Letter 06-13 dated 29 January, 2013 which contains TWC policy concerning case notes and customer contacts while enrolled in program services.

- 3.06.01. While enrolled in training or other services, the Case Manager will have no less than monthly (30 days) direct 2-way customer contact (meeting, phone, e-mail, text, social media, or other direct means of contact from the customer) to monitor progress, assess problems, review attendance, and give encouragement.

  a. Attendance and training progress may also be verified through training provider documents (grade/progress reports, etc.) via Fax or e-mail. . Contacts may also be verbal with the provider and will be identified as such in TWIST notes. This information will also be entered on the TWC Telephone verification/Document Inspection Form and placed into the customer file. These verifications qualify as a direct customer contact.

  b. Automated responses such as outgoing voice-mails or out-of-office notifications do not meet this requirement.

- 3.06.02. All contacts and provision of services will be entered into TWIST case notes within one week of the contact or provision of services. They will contain a combination of services and a detailed narrative reflecting a comprehensive picture of the Case Manager’s interactions with the customer.

- 3.06.03. Contacts will be sufficient to document continued customer engagement with the workforce system and in the activities for which they have been approved and are active. Case notes will contain sufficient detail to enable other WSCT staff to work with the customer should the requirement arise.

- 3.06.04. Case notes will document services in TWIST only when the Case Manager is actively working with the customer. Only services actually provided to the customer will be documented.

- 3.06.05. Case notes will include a descriptive subject that reflects the contents of the note, and, as applicable, should be based on,:

  a. Who: Customer name, employer name, etc.

  b. What: What is the activity for which the note is being prepared, etc.?

  c. When: Date the activity for which the note is being prepared happened.

  d. Why: To verify or document service activities.

  e. How: Was the information received or exchanged.

- 3.06.06. In the case of no customer response and in the absence of other information, or if the provider affirms that the customer has stopped attending, or if the case manager cannot verify active participation in the program activity and can no longer work with the customer, the case manager will close the customer from the activity to include closing open service records with the correct end dates and completion reasons accurately entered into TWIST and, as applicable, WorkinTexas.com.

- 3.06.07. Following removal from activities, attempts to contact will be continued as a matter of priority (more than once per month). If, at the end of 90 days following close out of the service, contact still cannot be made, the Case Manager will exit the customer. If, within the 90 day period contact is reestablished, a new activity may be assigned and contacts and services continued.

4.00 TRAINING SERVICES, GENERAL

4.01. The goal of Training Services is successful completion of services and employment at a self-sufficient wage in an occupation related to the training.

4.02. With the exception of OJT and other work programs, WSCT maintains accident insurance coverage for customers enrolled in training. See paragraph 8.00.

4.03. **Vocational Skills Training:**

- 4.03.01. Except for training under the Trade Adjustment Act (TAA), customized training, on the job training (OJT), contracted training programs, and possibly grants with specific requirements, all training will be conducted in programs certified by the state Eligible Training Provider System (ETPS).

- 4.03.02. Customers may request training for occupations that are not targeted/demand occupations in the Central Texas Workforce Area.

  a. Training may be approved for occupations that have greater employment opportunities outside the local workforce area, subject to possible restrictions as determined by the Administrator or Chief Operating Officer.

  b. The Case Manager may consider training sponsorship provided the training is ETPS-certified and approval of the Administrator is granted. At the time of the request, the Case Manager shall notify the Program Specialist for Vocational Training and the Eligibility Specialist of the fact that a non-targeted training program is being considered.

  c. The customer must be willing to relocate to an area where greater employment opportunity exists and demonstrate the ability to do so. Customers wishing training under this rule must:

     1. Participate with the Case Manager in determining areas of greater employment opportunity for the desired occupation. This shall be done by the Case Manager in consultation with the customer. Case notes shall reflect this consultation.

     2. Affirm by initialing the WIOA General Rules form that he/she will seek employment in another area where it has been determined that better employment opportunities exist.

- 4.03.03. Customers are expected to take the maximum number of credit/contact hours possible each semester or training period consistent with course availability and personal factors.

- 4.03.04. A school/program that is ETPS-certified by another workforce board may be considered for attendance at that school/location if it meets current WSCT requirements.

- 4.03.05. Note that out of area training providers may have differently named programs making it difficult to match with those locally approved. If the Classification of Instructional Programs (CIP) code of the program offered is the same as that of the local program, the program is considered to be the same as the locally approved program.

- 4.03.06. If the cost for attending a school exceeds the ITA maximum total training cost, the customer is responsible for the difference unless approval to exceed the amount is granted by the Administrator. This does not apply to TAA and possibly to grants with specific requirements.

- 4.03.07. **Customer Requests for training that is not ETPS-Certified:** Customers wishing to be considered for non-certified vocational programs may submit written requests for special consideration to the Board. A final decision may require several weeks; the customer must act in an expeditious manner.

    a. The customer submits a written request to the Case Manager with information about the demand for jobs related to the desired training. The request must show the occupation(s) they are seeking.

    b. The manager submits the request through the Administrator to the Board.

    c. The Board determines if the requested training meets board requirements. If so, the provider will be asked to submit an application for ETPS certification as a WIOA training provider.

    d. If the provider application is approved the program will be added to the list of approved training and the customer allowed sponsorship. If disapproved, the customer will be encouraged to consider another program or contact another workforce area.

- 4.03.08. **Vocational Assessment:** helps determine the customer's basic academic and job skills. It relates to ability to benefit and also identifies barriers to employment as defined in the WIOA. Specifics are found in the WSCT Assessment Policy Manual.

- 4.03.09. **Background Checks:** some vocational programs require background assessment prior to being admitted to training. Customers must sign the Background Consent Form prior to a WSCT background check. If the customer refuses, the background check shall not be done and sponsorship in that training program denied.

    a. Written background reports containing adverse information are **confidential.**

    b. Case notes concerning information in a background check should be general in nature and refer to the actual report for specifics.

- 4.03.10. Physical or mental health reports used for assessment are **confidential**.

4.04. **Support Services:** are based strictly on customer need and available funds. They are not customer entitlements. Administrators or the Chief Operating Officer may limit or suspend support services. See the WSCT Support Services Policy Manual.

4.05. **Training Enrollment:** As applicable, the following activities are accomplished prior to enrollment in training:

- 4.05.01. Objective assessment as required. Results from school entry and other training provider-required testing may be used.
- 4.05.02. Customers requesting Truck Driver training must show a current driver record report as part of the pre-application process. Customers with problems in their driving record may not be suitable for the training due to the inability to find employers that will hire them.
- 4.05.03. Review of customer status relating to school entry requirements, possible financial aid default, and/or required remediation.
- 4.05.04. IEP is completed and entered into TWIST.
- 4.05.05. Completion of the Information Release, Authority to Enroll, Information Disclosure, and Assessment of Practical Needs forms as required.
- 4.05.06. Completion of the ITA.

4.06. Customer enrollment in school will comply with the school's schedule and process of enrollment. Fiscal determines the use of forms relating to payment of fees/tuition and books/supplies.

4.07. Customers withdrawing from a class during the school's refund period will be reported to fiscal as soon as possible.

4.08. Completion of an Individual Training Account (ITA) is required for all vocational training customers in all grants containing training elements. (See 4.10).

- 4.08.01. An ITA is a cost disclosure between WSCT and the customer based on the projected cost of training. It establishes a customer account with fiscal and indicates the amount of training funds budgeted for the customer; it is valid for three years.
- 4.08.02. An ITA must be closed out and a new one prepared if a break in training of greater than 6 months occurs.
- 4.08.03. The budgeted amount of an ITA is based on the estimated **state resident** cost of training less any cost being paid by other sources. An ITA may be capped at an amount set by the Administrator or Chief Operating Officer.
- 4.08.04. Support Service expenses are not included in an ITA.
- 4.08.05. ITA's for TAA customers will contain all state-approved training costs to include subsistence, transportation, and other training costs as applicable. State residency is not an issue.

- 4.08.06. Any payments made by any financial assistance prior to WIOA eligibility or enrollment into training will be applied first and not included in the ITA. Refunds due to WSCT as the result of prior payment will not be paid to the customer.

- 4.08.07. Funds remaining in an ITA account after payment of all expenses shall not be given to the customer.

4.09. **Financial Aid and Use of WIOA Training Funds.** Reference is made to WD Letter 24-14, Change 1, dated November 12, 2014, subject: Workforce Investment Act, Individual Training Accounts Update, which was current at the time of the publication of this policy.

- 4.09.01. It is the intent of the WIOA that funds for training are available only to those individuals who are unable to obtain sufficient grant assistance from other sources to pay the full costs for their chosen training program. Customers must, therefore, show a need for WIOA funds and that they have attempted to apply for financial aid that may be available to them to cover training costs.

- 4.09.02. To ensure that the customer will be financially capable of successful completion of training, and in view of their available financial aid, the case manager may combine WIOA funds with other sources of aid as necessary to meet customer training and support services needs as assessed and documented in the IEP and in TWIST case notes. Assessment should show the ability of the customer to sustain themselves and, as applicable, their families during training.

- 4.09.03. Assessment of needs may occur before or during the IEP preparation phase of the enrollment process. All assessment results will be documented in TWIST case notes and elsewhere in TWIST as applicable.

  a. The assessment will include completion of the Assessment of Practical Needs Form as well as information attained through interviews and other sources.

  b. The status of the customer's student financial awards and attempts to apply for awards will be documented as part of assessment. If they do not have this documentation, the Case Manager must attempt to obtain a financial aid document from the school indicating financial aid awards status at that time.

- 4.09.04. **Application of funding** toward the cost of training must be determined as soon as possible once assessment is complete and prior to enrollment.

  a. With the exception of TAA and possibly other grants with specific requirements, financial aid to be applied first to the cost of tuition/fees will include federal or non-federal student loans, the tuition and fees portion of the GI Bill, any scholarship, Veteran's Administration (VA) assistance, and state or federal rehabilitation assistance. In these instances WSCT pays any remaining fees/tuition costs and books and supplies.

b. **Student Loans**: State and Federal rules prohibit the use of WIOA funds to pay for training for which the customer has signed a loan as part of their financial aid package for that training. The Case Manager shall determine as soon as possible, and prior to enrollment, the status of student loans.

  1. If a student loan is in existence prior to enrollment, the school will be informed that the loan will be the first payment made for training. In this case, WIOA may be able to pay for any support services for which the customer is eligible and not covered or any remaining costs related to the training and not covered.

  2. If a student loan has been applied for but has not yet been approved or available prior to enrollment, WIOA funds may be used initially. The school shall be informed that if a loan is subsequently approved following enrollment and entry into training, it will be applied to the cost of training and the school will refund to the Central Texas Workforce Board the cost paid by WIOA.

c. WIOA funds will not be used to pay for training expenses that were paid either by the customer or another source prior to the determination of WIOA eligibility or program registration.

- 4.09.05. Customers will not be reimbursed by WIOA for costs paid in advance of enrollment into training.

- 4.09.06. Depending on assessed needs and constraints set by the Administrator or Chief Operating Officer, Pell Grants, and work-study assistance received by the customer may be retained by the customer as a means of covering added personal expenses while attending training. They are considered financial assets when determining support services eligibility.

- 4.09.07. WIOA funds will not be used to repay a customer’s student loan.

- 4.09.08. Case Managers shall inform customers of the following: If they request student financial aid for education purposes, the school may **<u>include</u>** in the financial aid calculation process any WIOA funding amounts received for the cost of training at the school. This can result in a lower than average aid amount being offered to them. If they are already receiving assistance, a reduction of the payment amount may be initiated by the school upon receipt of WIOA assistance.

4.10. **Individual Training Accounts (ITA):** Instructions on the completion of the ITA Form are located at paragraph 7.02 in this policy. With the possible exception of TAA and grants with specific requirements, ITA’s shall be used in all cases involving use of WIOA funds to pay for Adult and Dislocated Worker training expenses. The ITA form shall be:

- 4.10.01. established on behalf of a WIOA customer eligible for WIOA services

- 4.10.02. funded with WIOA funds

- 4.10.03. used for all training services; and

- 4.10.04. For WIOA only, used for training expenses at training providers certified under the state Eligible Training Provider System (ETPS). In addition, Funds may be used for occupations that have been determined, on a case-by-case basis to have a high potential for sustained demand and growth in the Central Texas Workforce Area based on sufficient and verifiable documentation as approved by the Central Texas Workforce Board.

- 4.10.05. ITA costs may be capped either by a pre-determined amount based on availability of funds and approved by the Chief Operating Officer or Administrator, or if funding is not a factor, by the maximum expected cost of training based on the most recently reported cost of the training program. The Administrator may approve costs that exceed this amount. Changes in costing will be submitted to Fiscal as a numbered ITA change and entered into TWIST as a change.

- 4.10.06. Case Managers are responsible for reporting to their Administrators the expected total cost of individual programs, by school, in which sponsored customers are enrolled.

- 4.10.07. Exceptions to the use of ITA's: ITA's are not required for:

  a. on-the job or customized training; or

  b. with prior TWC approval if there is:

     1. an insufficient number of ETPS certified providers in the area to make an ITA system effective; or

     2. a training program of demonstrated effectiveness offered in this area by a community-based or private organization, which serves special populations with multiple barriers to employment; or

     3. For training at an institute of higher education for which a contract has been made by the Board to provide class-size training.

4.11. **Allowable Costs:** Allowable training costs are based on available funds and may change without notice. In general, allowable costs may include:

- 4.11.01. Books, fees and tuition, tools, supplies, specialized clothing, immunizations and/or health tests required for entry into a program of instruction, and educational materials as determined by course requirements.

- 4.11.02. The customer will not be reimbursed for out of pocket expenses incurred or paid by the customer prior to certification of grant/program eligibility. Reimbursements shall not be submitted to fiscal for payment prior to enrollment into an activity.

- 4.11.03. Supplies usually not purchased include writing pencils, erasures, pens, lined ring binder paper, writing tablets, ring binders, folders, and computer printer paper. Provide these from center office stocks if available.

- 4.11.04. Supplies may include specialized items not generally available at places other than the bookstore or a designated supplier. Required computer storage devices such as flash drives or CD's/DVD's may be purchased in the required quantities only. Provide these from center office stocks if available.

- 4.11.05. Tools include, but are not limited to, hand and power tools, basic toolboxes, measuring devices, safety items, stethoscopes, blood pressure cuffs, and calculators. WSCT will pay a maximum of $75.00 toward purchase of a calculator, regardless of class requirements.

- 4.11.06. Computers, hardware, and cameras are not approved for purchase.

- 4.11.07. Required textbooks, workbooks, and study guides and notes required by the training program may be purchased. Included are publications that assist in preparation for certification or licensing exams. *Cliff's Notes* or similar publications may not be purchased.

- 4.11.08. Only courses published in the program of instruction (catalog) or those accepted as authorized substitutions may be funded. Electives are subject to the following:

    a. Core electives directly related to the training program may be funded.

    b. General electives not identified as program-related and that do not compliment or enhance employability will not be funded [such as ceramics, sports (when not part of a required physical education course), photography, music, dancing, jewelry making, etc.].

4.12. The Authorization for Payment and the Authorization for Bookstore Payment forms show training costs paid for a specific period of enrollment. Copies of the forms are filed in the customer file and at fiscal. They may be given to the school.

4.13. The Case Manager should track expenditures and advise the customer about ITA account balances. If funds in the account require change the Case Manager may amend the ITA.

4.14. **Remediation:** persons may require basic skills remediation by the school. Due to the adverse effect remediation has on the ability to move through training and complete within a reasonable time, and the possibility that the customer may not complete remediation, remedial courses will not be funded.

4.15. **Prerequisites:** Some training programs require successful completion of prerequisite courses prior to being allowed to apply for or to enroll in a core program. WSCT does not pay for prerequisites if enrollment in the core program depends on first passing the prerequisites. Prior to sponsorship, customers must show that they have completed all prerequisites and have been admitted into the core program.

4.16. **Literacy:** persons entering programs with curricula that require a higher than average level of math or science ability (trigonometry, chemistry, physics, Algebra, etc.), must demonstrate through the Tests of Adult Basic Education (TABE) at least 12.0 grade level in reading, math, and language.

- 4.16.01. Passing all levels of a required school entry exam or the successful completion of college-level courses in these areas fulfills this requirement.
- 4.16.02. Delay of sponsorship and referral to a literacy program may be considered if required literacy levels are not attained.

4.17. **Texas State Residency:** Except for TAA and possibly grants with specific requirements, customers are funded at the state resident cost only.

4.18. Accountability of attendance must be addressed at the monthly contact with the Case Manager as well as by other means as determined by the Case Manager.

4.19. **Training Sponsorship:**

- 4.19.01. Case Managers must consider the customer's academic abilities and the resources available to support the training.
- 4.19.02. Training of TAA customers requires TWC approval (see paragraph 6.00).
- 4.19.03. **Customer Default, Financial Aid:** Customers in default of a student loan or other form of financial aid may face school sanctions or be unable to receive school credit for training. If default by a customer is known or suspected, the Case Manager must contact the school to determine if the default will result in a graduation hold or denial of earned credit hours by that school for that person. If the school policy is to withhold graduation or credit hours pending resolution of the debt, the customer is not able to benefit with the training and shall not be sponsored.
- 4.19.04. Except for TAA, vocational training customers have up to three years to complete training. Remedial courses, if sponsored, are included in the three years. Those desiring an approved baccalaureate degree must have no more than 60 credit hours remaining to complete the degree and be able to complete in three years. (See paragraph 6.00 for TAA exceptions.)
- 4.19.05. Persons must have a high school diploma or GED to be considered for training sponsorship.
- 4.19.06. Customers may not be sponsored in courses that are not part of the approved school curriculum for the enrolled program or are not approved core substitutions for program courses.
- 4.19.07. Courses taken solely to increase credit hours for the purpose of obtaining or retaining financial aid will not be sponsored.
- 4.19.08. WSCT will not pay for repeat courses.

- 4.19.09. Tuition/fees, books, tools, equipment, and other required items for classes will not be paid in advance of the semester or course period of the course.

- 4.19.10. Training sponsorship may be ended for any of the following reasons:

    a. Poor attendance.

    b. Consistently failing grades.

    c. Ineligibility for the sponsoring grant when the application was taken.

    d. Voluntary or involuntary withdrawal from training imposed either by self or the school. The Case Manager may review the circumstances and decide if continuation is indicated.

    e. Consistent failure to abide by established WSCT rules.

    f. Other reasons as indicated by the Case Manager and approved by the Administrator.

- 4.19.11. Upon notification of training withdrawal, a Withdrawal Form will be sent immediately to the school and to fiscal.

4.20. **Probation:** The Case Manager may impose probation. If probation is imposed, it will be in writing to the customer with terms explained. While on probation the customer may not fail or drop any course or continue the behavior that prompted probation. To do so requires a review by the Case Manager toward cancellation of sponsorship.

5.00 ON-THE-JOB TRAINING (OJT)

5.01. OJT **i**s administered through contracts with selected private sector businesses in the Central Texas Workforce Area.

5.02. Participants will receive training from businesses in occupations that are considered mid to high wage jobs or those that have good potential for advancement. While in training the participant must be hired by the business as a full-time employee working under the same conditions and with the same benefits as other similarly employed individuals at that business.

5.03. Participants must be qualified under the current WIOA definition. Priority of service will be given to veterans and long-term unemployed to include customers under Emergency Unemployment Compensation (EUC) or UI extensions, if applicable.

5.04. OJT will not be used to upgrade the skills a customer already has. Support services will not be available to OJT participants nor are credential attainments when they are a stand-alone activity.

5.05. Development of the training must include an assessment of the participant's prior experience and training related to the occupation being trained for. The time allotted for training will be determined using the appropriate Service Vocational Preparation (SVP) code but cannot exceed 6 months unless approval is granted by the WSCT Chief Operating Officer to exceed this.

5.06. Training will not be offered for:

- 5.06.01. Specific skills that are normally provided to all new hires at the business
- 5.06.02. Training that would be provided by the employer to any new or promoted employee regardless of the OJT grant
- 5.06.03. Skills the participant already has as shown by the participants resume, job history or other assessment
- 5.06.04. Jobs that pay less than self-sufficient wage, have no chance for advancement or pay on commission or piece rate
- 5.06.05. Seasonal jobs
- 5.06.06. Businesses that are prohibited from receiving OJT contracts:
    a. Casinos or gambling establishments
    b. Swimming pools
    c. Aquariums
    d. Zoos
    e. Golf courses
    f. Staffing agencies
    g. Employers with no workers compensation or comparable insurance

5.07. Simultaneous with development of a contract, a written Individual OJT Training Plan (OTP) will be completed on all participants following assessment. The plan will be consistent with the participant's Individual Employment Plan (IEP) which must also be completed and entered into TWIST.

5.08. Support services may be available to OJT participants who are co-enrolled into the WIOA dislocated worker program depending on availability of funds and a need as shown by assessment. These could include specialized work clothes or uniforms, tools, and other assistance to ensure that training is accomplished.

5.09. Period of training will be no less than 30 days and a maximum of 6 months unless an exception is granted by the Chief Operating Officer.

- 5.09.01. During training WSCT may pay to the employer up to 50% of the participant's wages, not to exceed 50% of a maximum wage of $20.97 per hour.

- 5.09.02. Payment to the employer will be as stated in the contract. The employer will not be paid for increases in salary while in training or for benefits such as sick and vacation time, retirement, or medical coverage.

5.10. **OJT Process and Responsibilities:** The general process and responsibilities are listed below.

- 5.10.01. **Business/Employers:**

    a. Employers providing training under OJT are not subject to the TWC Eligible Training Provider (ETPS) system. Occupations to be trained for are not subject to the WSCT demand and targeted occupations list.

    b. The employer must have a TWC tax account number and subject to paying wages, taxes, UI taxes, etc.

    c. The employer must agree to retain the participant as an employee in full-time status and in the job trained for upon successful completion of OJT.

    d. The employer <u>may not</u> receive OJT contracts for a person who is an incumbent employee of the business <u>prior to</u> the OJT contract.

    e. The business shall show proof of either workers compensation insurance or comparable insurance coverage.

    f. If a newly relocated business laid-off employees prior to moving to the Central Texas area, no OJT may be offered to that business for 120 days following the move.

    g. A business must not be laying-off employees at the time of the OJT or have a record of excessive displacement (firing) of employees.

    h. Employers must agree to provide local, state, and federal monitors access to their training locations and to records that pertain to the participant only.

- 5.10.02. **Case Managers:** Provide direct oversight to include direct contact with both the participant and the business. They:

    a. Identify qualified persons to participate.

    b. Accomplish a skills assessment and other assessment as deemed necessary to determine ability to benefit and correct fit with the job. Once accomplished, provide BSU with a list of candidates for the job.

    c. Complete required documents preparatory to enrollment into OJT. This includes, based on assessment of skills and other information, the creation of the IEP. Coordinate with the BSU in the preparation of the OTP.

d. Enroll the participant into both the OJT and WIA dislocated worker programs

e. Monitor the training hours, and help ensure that the training follows the job site's OTP and the contract.

f. Maintain monthly contact with the participant and the employer, addressing job site and participant issues as they arise and tracking participant progress.

g. Collect as required all OJT documents (time sheets, etc.), examine for correctness, and distribute to fiscal and/or file as required.

h. Exit the participant in TWIST once the OJT is complete.

- 5.10.03. **Business Services Unit (BSU):** Works directly with the employer to ensure that the OJT site is prepared for training prior to the training.

a. Conduct employer screening for acceptability as a job training site (wages, tax ID, workers compensation, safety, etc.).

b. Provide employment applications to the selected candidates to complete and return. Select best qualified/matched candidates for the job site and provide their applications to the employer for consideration.

c. Facilitate the interview process between the candidates and employers.

d. Coordinate with the employer in the development of the job description and skills requirements for training. Determine the Service Vocational Preparation (SVP) code for the job.

e. Assist the employer in creating the OTP. Obtain employer's signature.

f. Develop the master contract with the employer and obtain required signatures.

g. Once hired, coordinate with the case manager for further action.

- 5.10.04. **Fiscal:** Provides financial support for the OJT and:

a. Assign contract numbers

b. Receive the OJT Time report and request for payment documents required by the contract

c. Examine payment documents for accuracy and completeness

d. Ensure timely payment.

5.11. **OJT Forms:** These forms may be found on the WSCT Intranet.

- 5.11.01. **OJT Time Report and Request for Payment Form**: Submitted by the employer for the time period for which payment is requested.

- 5.11.02. **OJT Company Contract:** Is completed and signed only once with each employer receiving OJT participants.

- 5.11.03. OJT Training Plan (OTP): Is completed on each enrolled participant employed at an OJT site. This form outlines the specific skills to be taught by the employer, dates of completion, and other information such as salary, employer contacts, etc. It must be consistent with the IEP completed by the case manager.

6.00 TRADE ADJUSTMENT ACT

6.01. TAA training rules and processes differ significantly from WIOA. Because of the complexity of the TAA and its amendments, the following is a simplified explanation.

- 6.01.01. TAA training services include payment of tuition, books, fees, supplies and tools, and transportation and subsistence (lodging and subsistence). Customer self-financing of any part of training services is prohibited.

- 6.01.02. TAA training must be approved by TWC and meet the following criteria:

  a. No suitable employment is available to the customer.

  b. Customer is qualified to undertake and complete the training (ability to benefit).

  c. There is a reasonable expectation of employment following the training.

  d. Training is reasonably available from a private or public sector school regulated by a state agency (TWC Career Schools, Coordinating Board for Higher Education, other state agency).

  e. Training is available at reasonable cost and at the lowest cost available.

  f. The training is full-time.

6.02. Time limits and some benefits may be regulated by the petition number and Case Manager should review these rules prior to sponsorship.

6.03. Training may include a registered apprenticeship program.

6.04. Training may be approved to obtain or complete a degree or certificate that was started previous to the customer's TAA certification at or prior to the lay-off.

6.05. TAA customers are eligible for co-enrollment into WIOA Dislocated Worker or other applicable grants for support services purposes (if currently available to all grants, adequately funded, and are being offered at the time).

6.06. TAA training is not subject to the ETPS-certified training provider list or to the WSCT targeted/demand occupations list.

6.07. Case Managers will determine costs to be included in applicable TWC forms and make recommendations to TWC on approval or disapproval of the training.

6.08. Training costs include all books, fees, tuition, tools, supplies, transportation and subsistence.

6.09. TWC sets the reasonable cost of training. ITA’s written with a total training cost above this amount require written justification to TWC.

6.10. When more than one training provider is available the Case Manager must consider providers that are closer and less expensive. If a more appropriate provider is found, the more expensive school(s) shall not be recommended.

6.11. The TWC Reemployment and Training Plan and the Explanation of Services Form, EOS-1 will be completed by Case Managers in all required cases. An ITA will be prepared in all cases and show the total cost of the training. Use of the Reemployment and Training Plan does not remove the requirement for a service plan to be entered into TWIST.

7.00 TRAINING FORMS

7.01. This section defines forms applicable to the training process. It does not include eligibility or TWIST-related forms.

- 7.01.01. Until full implementation of the “paperless” system is completed, forms will be available on the Workforce Solutions Intranet.

- 7.01.02. Assessment forms are covered in the Assessment Manual. Support services forms are covered in the Support Services Manual.

7.02. I**NDIVIDUAL TRAINING ACCOUNT (ITA) (Required)**

- 7.02.01. The ITA establishes a training account for the customer showing the amount of WSCT funds allocated for training services. It does not include support services costs or costs to which an alternate source of funding has been applied.

- 7.02.02. The requirements of paragraphs 4.09 and 4.10 relating to prior payment and to financial aid must be met prior to ITA preparation.

- 7.02.03. The ITA is completed prior to entering training. Signatures are required on all initial forms; “Signature on file” may be used for amendments provided the customer is informed of the changes.

- 7.02.04. Send the original to fiscal; retain a copy in the customer file. One is given to the customer and one sent to the Eligibility Specialist with enrollment documents.

- 7.02.05. The ITA, including changes and amendments, will be entered into TWIST.

- 7.02.06. Complete as follows:

  a. **Amendments:** changes in projected costs will be tracked by Case Managers. ITA’s shall be amended to reflect known changes and provided no later than 5 business days to fiscal and the Eligibility Specialist.

b. The Name of the training program and the school attending must be the same as reported on enrollment documents.

c. Account total, unless capped by the Chief Operating Officer or Administrator, is the projected actual training (not support service) cost to the program grant. Except for TAA, and unless approved otherwise by the Administrator, this entry cannot exceed the total expected cost of the cost of training at the school.

d. The ITA expires on the date the Case Manager determines is the most likely training completion date. It cannot exceed three years duration. If there is a break of more than 6 months in the training cycle the ITA must be reissued upon customer return.

7.03. **AUTHORIZATION FOR PAYMENT FORMS (Required):**

- 7.03.01. These forms tell the training provider the costs to be paid, one for tuition/fees and the other for bookstore expenses. Costs should total the costs of tuition/fees, books, supplies, and other non-support services due the school for that enrollment period. Unless amended, any cost not indicated on the forms as allowed for payment will not be paid and remains the customer's responsibility. Forms are sent to fiscal with the invoice and receipts.

- 7.03.02. Book Store Authorization Form is signed by the Case Manager and the customer as proof of receipt of the books and other bookstore items. As an alternative to having the customer sign the form, the receipts showing items purchased may be signed by the customer as proof of receipt of the items. All receipts and invoices should be attached.

7.04. **EEO/ADA INFORMATION SHEET (Required):** This form is used to advise customers of their rights under equal opportunity and disability conditions.

7.05. **ATTENDANCE RECORD (Required only for Support Services and possibly TAA)**

- 7.05.01. Customers must account for classroom attendance while receiving support services. The customer and instructor complete attendance forms on a weekly basis.

- 7.05.02. Attendance records must be completed in ink. Changes should be initialed and dated.

- 7.05.05. Original copies of attendance records are sent to Fiscal to support the support services payments.

7.06. **AUTHORITY TO ENROLL FORM (As Required):** This form is used to inform a training provider that the person may enroll as a WSCT-supported customer. It is optional depending on training provider requirements. The form is completed and signed by the Case Manager and is either sent to the school or given to the customer to present to the school.

7.07. **STUDENT INFORMATION RELEASE FORM (Required)**

- 7.07.01. This form allows the training provider to release protected student information to the Case Manager. Note: some schools may require that a customer sign the school's release form to obtain the information. In this case, the WSCT form is not required.

- 7.07.02. The form is completed and provided to the school. It must indicate an expiration date of 2 years following the estimated training completion date.

- 7.07.03. While a customer may refuse to release information, it is imperative that case managers receive grades and financial aid information. Persons refusing to sign the release will be personally responsible for providing the required information to the Case Manager.

  a. If a training provider will not accept a signed release, the customer is responsible for providing the required information. Refusal to do so may result in service termination.

  b. Schools that refuse to release information on WIOA participants to the Case Manager will be reported to the Program Specialist for Training.

7.08. **NOTIFICATION OF WITHDRAWAL OF SPONSORSHIP (Required)**

- 7.08.01. This form is required when a customer leaves a program or school for any reason including normal program completion. It informs the school that WSCT is no longer liable for training expenses incurred by the customer. It also informs fiscal that the ITA issued for the person is ended as of the date of withdrawal and that remaining funds are released.

- 7.08.02. Completion of this form is time sensitive and must be sent to the school and fiscal as soon as possible. It is not required for OJT.

7.09. **JOB PLACEMENT INFORMATION FORM (Optional):** This form allows the customer to report employment and other information to the Case Manager. The customer should be encouraged to send a completed form at the time of hire. It may also be used to update addresses, phone numbers and points of contact. Receipt from the customer of the employment information on this form does not release the Case Manager from positively verifying it with the employer.

7.10. **EMPLOYEE RELEASE (Optional):**

- 7.10.01. A signature on this form by the customer indicates to an employer that this information may be released. Not all employers will honor the release.

- 7.10.02. This form may also be used whenever it is necessary to obtain verified employment information for customers whose wages do not appear on UI Wage records.

7.11. **CUSTOMER INFORMATION DISCLOSURE FORM (Required):**

- 7.11.01. This disclosure informs customers about the use of information gathered and stored in files. By signing the form, the customer is agreeing to provide the information required for grant activities.

- 7.11.02. A customer who is not willing to provide or release information necessary for the eligibility application or for proper administration of activities (such as SSN, address, phone number, income, grades, etc.), may not be able to receive training services and must be informed of this fact at that time.

7.12. **EMPLOYMENT VERIFICATION FORM (Optional)**

- 7.12.01. This form may be used to obtain hard-copy employment information from an employer for placement or exit purposes.

- 7.12.02. Send or fax the form to the employer. A letter of transmittal should also be sent with the reason for the request. Include as an enclosure a release for information (Employee Release Form) signed by the customer. Request that the employer fax the completed form. Do not give this form to the customer to obtain the information.

7.13. **BACKGROUND CONSENT FORM (As Required)**

- 7.13.01. This form obtains permission from customers to perform a pre-enrollment background check and informs them of how the information will be used.

- 7.13.02. The customer shall sign the form PRIOR to obtaining a background check.

- 7.13.03. A form provided by the verifying agency may be used if required by the agency.

7.14. **TWC REEMPLOYMENT and TRAINING PLAN (Required, TAA only).** This form is completed on all TAA training customers. The ITA is a supplement to this form.

7.15: **INDIVIDUAL EMPLOYMENT PLAN (IEP) (Required)**

- 7.15.01. This information is entered into the Service Plan section of TWIST. At a minimum, the following must be entered:

  a. Specific employment goal

  b. Appropriate achievement objectives

  c. Appropriate combination of services to achieve the customer's employment goals to include eligible training providers

- 7.15.02. Required changes or amendments to the IEP will be documented in TWIST.

7.16. **TRAINING PROGRAM GENERAL RULES of PARTICIPATION FORM (Required):** This form indicates that local rules for training sponsorship have been explained to the customer and that the customer understands them. It allows for customer agreement if seeking and accepting employment outside the Central Texas Workforce Area is required.

7.17. **Assessment of Practical Needs Form (Required):** This form is to be completed in conjunction with the decision process to show need for WIOA services and to determine the need for WIOA funding (4.09)

8.00 CUSTOMER ACCIDENT INSURANCE

8.01. All active grant customers are covered by accident insurance. The coverage is for eligible customers enrolled in an activity that is not a work program covered by worker's compensation. **The coverage is not general health benefit insurance and does not cover loss or expenses due to illness, disease, or bodily infirmity.** It does not cover CHOICES/SNAPE&T or OJT customers unless they are co-enrolled in an eligible grant or program.

8.02. **Coverage:** i*s* $5000.00 per accident per person, no deductible. It covers accidental injury incurred while a customer is actively participating in a grant activity at the designated site of the activity. It does not cover a customer when en-route to or from the activity, at home, outside the training or workforce facility or during non-program activities. The policy includes a $1000.00 death benefit. A copy of the policy is located in the office of the Program Specialist for Vocational Training.

8.03. **Liability: Injuries, including those that are self-inflicted, that are not covered by this insurance are not an implied liability to be assumed by Workforce Solutions of Central Texas or the Central Texas Workforce Board.**

8.04. For customers covered by another accident or health benefit policy at the time of the accident, that insurance (principle insurance) will be used first. Unless the cost of the medical treatment exceeds the limits of the principle policy's coverage, no claim will be made against the WSCT policy. For costs exceeding the principle policy coverage, the workforce policy may, at the discretion of the Chief Operating Officer, cover the remainder up to but not exceeding the total of $5,000.00. Deductibles related to other policies carried by the customer, including TRICARE, MEDICARE, and MEDICAID, will not be paid.

8.05. **Procedures.**

- 8.05.01. Upon learning of an accident the Case Manager shall immediately notify the Program Specialist for Vocational Training who will provide a claim form to Case Manager. The Case Manager shall notify their Administrator or the Youth Manager as applicable. If it appears that the insurance will be required, the Case Manager will personally inform the medical treatment facility or doctor that the customer is covered by accident medical insurance, provide information on the limits of payment, and indicate that a claims form will be presented as soon as possible. The Case Manager may give the doctor or treatment facility the policy number and name of the carrier (Nationwide Life, policy # 50202616207345001, in the name of Workforce Solutions of Central Texas, 300 Cheyenne Drive, Killeen Texas).

- 8.05.02. If WSCT insurance will be the means of payment, the injured customer (claimant) will be informed of coverage limits and that he or she is required to assign payment for medical expenses to the doctor or treatment facility. The claimant will also be informed that written statements will be taken from him or her and from witnesses to the accident. The claimant is responsible for paying medical expenses above the $5,000.00 limit, or for injuries not covered by the insurance.

- 8.05.03. In case of an accident injury covered by this policy, the Case Manager shall:

    a. Quickly determine the customer's medical status and ensure that they are receiving medical treatment.

    b. Immediately inform their Administrator or Youth Manager (as applicable) and the vocational Program Specialist.

    c. Obtain dated and signed written statements from the claimant and witnesses. Statements may be handwritten in ink with as much detail as possible. Include what happened, time and date, where, and the address and phone number of those making statements. Original copies of statements will be sent to the vocational Program Specialist. Copies will be retained in the customer file.

    d. No payment will be made by the carrier directly to the claimant unless out-of-pocket expenses by the customer were required at the time of treatment, were actually paid by the customer, and this can be proved. If out-of-pocket payment must be made to receive treatment, this fact must be communicated to the vocational Program Specialist.

    e. The Case Manager will ensure that a carrier's claims form is completed and that the claimant assigns payment to the doctor or treatment facility. If the treatment facility or doctor retains the original copy and sends it directly to the carrier, a copy will be sent to the vocational Program Specialist. If not retained, send the original to the Program Specialist.

    f. In cases where the doctor or treatment facility will not accept assigned payments, all original documents, to include medical bills, will be sent with an explanation to the vocational Program Specialist.

8.06. **Transportation:** This insurance does not cover transport of customers by WSCT staff or commercial carriers. If required, WSCT-sponsored transportation will be handled as follows.

- 8.06.01. Coverage required for group travel (two or more) that is conducted either by contracted or staff means will be arranged with the insurance carrier by the Program Specialist for Vocational Training.

- 8.06.02. The Program Specialist for Vocational Training must be notified of the requirement no later than **two months** prior to the date of transportation. Required information includes the times and dates, the number being transported, the locations from and to, who is transporting them, and for what reason.

- 8.06.03. WSCT staff or others providing transportation in privately owned vehicles shall provide copies of proof of insurance for the vehicle being used and a copy of the driver’s driving license. This must be submitted to the Program Specialist prior to the transport with the initial request.