

CUSTOMIZED TRAINING POLICY

Effective Date: December 19, 2019

Background: The Workforce Innovation and Opportunity Act of 2014, Section 134(d)(xi).

Customized training is special training designed to meet the unique needs of an employer or a group of employers in the Region VII Workforce Area: comprised of Berkeley, Grant, Hampshire, Hardy, Jefferson, Mineral, Morgan, and Pendleton counties. Customized training, in most cases, will involve classroom instruction and/or "laboratory setting" instruction and will not encompass the production, manufacturing, or servicing of employer products and/or services. Employer training which encompasses production, manufacturing, or service delivery of employer products or services will be classified as On-the-Job training and cannot be funded as customized training. Customized training will be implemented based on a commitment of the employer or a group of employers to hire new WIOA employees that successfully complete the customized training program. Customized training can also be used to train incumbent workers provided the employer or group of employers agrees to continue employment of the individuals upon successful completion of the customized training program.

Action: The Region VII Workforce Development Board will provide customized training services to area employers and job seekers by developing agreements and/or competitive contracts with other government entities and/or other agencies that have or can demonstrate effective delivery of customized training activities. This "brokering" of services will require the customized training provider to comply with all procedures contained in this policy. The Workforce Development Board will provide technical assistance upon request from a training provider and/or employer. Technical assistance can be provided by the WDB to assist with developing forms, agreement, job descriptions, and coordination assistance with WorkForce WV Career Centers. Additionally, the Workforce Development Board will conduct periodic monitoring of customized training contracts issues by a training provider.

Policy: The Region VII Workforce Development Board establishes:

- A. Customized training contracts with employers or groups of employers must reflect a commitment by the employer or group of employers to hire or continue to employ individuals who have successfully completed the customized training program.
 - 1. Eligible new employees for customized training activities must be WIOA eligible participants who have received WIOA career services. Eligible WIOA participants must meet the Region VII Workforce Development Board's policy on Priority of Service.
 - 2. Incumbent workers are eligible for customized training when:

- a. The employee is not earning a self-sufficient wage as determined by the Region VII Workforce Development Board's Self-Sufficiency Income Policy; or
 - b. The employee requires additional skills due to new technologies, new manufacturing processes, or new service procedures to remain employed; or
 - c. To upgrade employee skills required for new jobs.
- 3. The training must also result in a wage gain for the trainee that meets or exceeds the wage gain criteria established in the Region VII Workforce Development Board Performance Measures.
- B. The Region VII Workforce Development Board will reimburse the employer or group of employers a maximum of \$2,000 per trainee. The maximum customized training cost reimbursed to any one employer or group of employers during a program year shall not exceed \$30,000 unless prior approval is granted by the Region VII WDB Executive Director.
- C. Customized training contracts will not be placed with training providers, employers or a group of employers who have displayed poor patterns of training, hiring, or retaining participants from previous customized training programs. Two performance criteria apply to the provision of Workforce Innovation and Opportunity Act Customized Training: performance measures for training providers and performance measures for employers or a group of employers.
 - 1. Training Provider Performance Criteria. Training providers will be required to achieve the minimum performance measures required by the U.S. Department of Labor and WorkForce West Virginia. Non-compliance with the established performance criteria will be cause for the WDB to cancel use of the training provider for future customized training contracts for a period of one-year after completion of the customized training program.
 - 2. Employer Performance Criteria. Participation of employers in WIOA sponsored customized training will be based upon the employers past performance in hiring and/or retaining participants of customized training programs. Satisfactory past performance will be based on the following:
 - a. Satisfactory outcomes for customized training contracts shall be determined by the current U.S. Department of Labor and WorkForce West Virginia established standards for placement and retention, either with the employer or group of employers; and
 - b. Achievement of the overall program target wage identified in the customized training contract; and

- c. Employers or groups of employers that have utilized prior WIOA sponsored customized training contracts must reflect minimum U.S. Department of Labor and WorkForce West Virginia established retention performance rates for at least one-year after completion of the training program to qualify for additional WIOA sponsored customized training; and
 - d. Employers not meeting the minimum retention rates may be banned from receiving WIOA funded customized training services for a period of one-year after completion of the final customized training contract.
- D. Priority will be given to employers or groups of employers that agree to hire new WIOA participants to "backfill" vacated jobs resulting from customized training programs.
- E. Customized training utilizing WIOA funds will not be provided to any employer that has relocated to the region from another location in the United States within 120 days; and if the relocation resulted in jobs lost by employees at the original location.
- F. Customized training will be limited in duration as appropriate to the demand occupation for which the participant is being trained. The WDB will utilize a combination of the Dictionary of Occupational Titles (D.O.T.) and the Occupational Information Network Guide (ONET) as the training "time standard" to establish customized training time frames. Trainees that have experience in the proposed training area may have training times adjusted based on their current experience and knowledge in the training area. Experience and skill levels will be assessed through personal interview and assessment testing at the appropriate WorkForce WV Career Center and will be documented on the Individual Employment Plan (IEP).
- G. Customized training contracts cannot be used to assist, promote, or deter union organizing.
- H. Customized training will not be utilized for commissioned salespersons, bartenders, waiter/waitress staff or seasonal workers.
- I. When special needs of an employer dictate, customized training can be used in conjunction with WIOA funded On-the-Job Training (OJT). The training providers will work closely with Region VII WDB staff to develop the training program required by the employer. Customized training cannot exceed \$2,000 per person.
- J. In special circumstances, customized training may be used to compliment training received from an Individual Training Account (ITA). The combined cost of training provided under the ITA and the proposed customized training cannot exceed the maximum ITA limit approved by the WDB.

Equal Opportunity and Grievances: The Region VII Workforce Development Board prohibits discrimination in all aspects of the administration, management, and operation of Workforce Innovation and Opportunity Act programs and activities. Services offered at the Region VII WorkForce WV Career Centers will be provided universally without regard to race, color, religion, sex, national origin, age, disability, or political affiliation or belief. Individuals may file a complaint or grievance by following the Region VII Workforce Development Board Grievance Procedure Policy, a copy of which will be provided upon request.

Questions: Questions concerning this policy should be directed to the WDB Staff by calling (304) 530-5258.

Expiration Date: Effective until rescinded or modified in writing by the Region VII Workforce Development Board.



T.J. Van Meter, Executive Director

12.19.19

Date



Layne Diehl, Chairperson Region VII WDB

12.19.19

Date