NEBRASKA DEPARTMENT OF LABOR | GREATER NEBRASKA **WORKFORCE DEVELOPMENT BOARD**

Greater Nebraska WIOA Operations Manual

Our Mission: To establish a workforce system that provides data-driven and employer-validated talent solutions through the integration of education, workforce, and economic development resources across systems.

Equal opportunity Program/Employer. Auxiliary aids and services are available upon request to individuals with disabilities.

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NEBRASKA DEPARTMENT OF LABOR | GREATER NEBRASKA **WORKFORCE DEVELOPMENT BOARD**

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SECTION 1: WORKFORCE INNOVATION OPPORTUNITY ACT

WIOA Vision Statement

The Workforce Innovation and Opportunity Act (WIOA) was created to provide State and local areas the flexibility to collaborate across systems in an effort to better address the employment and skill needs of current employees, jobseekers, and employers. WIOA accomplishes this by prescribing:

1. A stronger alignment of the workforce, education, and economic development systems; and
2. Improving the structure and delivery in the system to assist America's workers in achieving a family-sustaining wage, while providing America's employers with the skilled workers they need to compete on a global level.

WIOA: Main Purposes[1]

1. **Require States to Strategically Align Workforce Development Programs**: WIOA ensures that employment and training services provided by the core programs are coordinated and complementary so that jobseekers acquire skills and credentials that meet employer's needs.

2. **Promote Accountability and Transparency**: WIOA ensures that Federal investments in employment and training programs are evidence-based and data-driven and accountable to participants and taxpayers.

3. **Foster Regional Collaboration**: WIOA promotes alignment of workforce development programs with regional economic development strategies to meet the needs of local and regional employers.

4. **Improve the American Job Center (AJC) System**: WIOA increases the quality and accessibility of services that jobseekers and employers receive at their local AJCs.

5. **Improve Services to Employers and Promotes Work-based Training**: WIOA contributes to economic growth and business expansion by ensuring the workforce system is job-driven, matching employers with skilled individuals.

6. **Provide Access to High-quality Training**: WIOA helps jobseekers acquire industry-recognized credentials for in-demand jobs.

7. **Enhance Workforce Services for the Unemployed and other Job Seekers**: WIOA ensures that unemployed and other jobseekers have access to high-quality workforce services.

[1] https://www.dol.gov/agencies/eta/wioa/about

8. **Improve Services to Individuals with Disabilities**: WIOA increases access for individuals with disabilities to high quality workforce services and prepares them for competitive integrated employment.
9. **Make Key Investments in Serving Disconnected Youth and Other Vulnerable Populations**: WIOA prepares vulnerable youth and other job seekers for successful employment through increasing the use of proven service models.
10. **Enhance the Job Corps Program**: WIOA increases the performance outcomes and quality of Job Corps.
11. **Streamline and Strengthen the Strategic Roles of Workforce Development Boards**: WIOA makes state and local boards more agile and well-positioned to meet local and regional employers' workforce needs.

Greater Nebraska[2]

Nebraska is made up of three local workforce development areas:

- Greater Lincoln
  - Lancaster
  - Saunders
- Greater Omaha
  - Douglas
  - Sarpy
  - Washington
- Greater Nebraska
  - Remaining 88 counties

The Greater Nebraska Workforce Development Area consists of two comprehensive American Job Centers and 12 career centers.

To learn more about Greater Nebraska, the Chief Elected Officials Board (CEOB), or the Greater Nebraska Workforce Development Board (GNWDB) search dol.nebraska.gov > Resources > The Workforce Innovation and Opportunity Act > Local Workforce Development Areas > Greater Nebraska. Here you will find information on the boards, past and upcoming meetings, regional plans, policies, service agreements, memorandums of understanding, and much more.

[2] dol.nebraska.gov

SECTION 2: PROGRAM ELIGIBILITY

General Eligibility Criteria

All Adults, Dislocated Workers (DLW), and Youth must meet the following general eligibility criteria:

- Citizens or nationals of the United States; or
- Lawfully admitted permanent resident non-citizen, refugees, asylees, parolees, or other immigrants authorized to work in the United States by the Secretary of Homeland Security, or the Secretary's designee[3]

All individuals who are male and age 18 or older must have complied with the requirements of the Military Selective Service Act.[4]

Additional Eligibility Factor

Having an active worker's compensation case does not have any effect on a client's eligibility. However, it is in important to discuss if the client has any limitations on where they can work and what tasks they may not be able to perform.

Priority of Service[5]

Priority of service must be provided in the following order:

1. **First, to Veterans and eligible spouses of Veterans who are:**
    a. recipients of public assistance;
    b. low-income; or
    c. basic skills deficient;
2. **Second, to individuals who are not Veterans and eligible spouses of Veterans but are:**
    a. recipients of public assistance;
    b. low- income; or
    c. basic skills deficient;
3. **Third, to Veterans and eligible spouses of Veterans who are not:**
    a. recipients of public assistance;
    b. low- income; or
    c. basic skills deficient
4. **Last, to persons who are not:**
    a. recipients of public assistance;
    b. low- income; or
    c. basic skills deficient.

[3] 20 CFR § 683.285(a)(5)
[4] WIOA sec. 189(h); 20 CFR § 683.225
[5] 38 U.S.C. 101; WIOA sec. 3(63)(A); WIOA sec. 134(c)(3)(E); 20 CFR § 680.600(a); 20 CFR § 680.650

With respect to funds allocated to a local area for adult employment and training activities, priority must be given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient.

Priority is not part of the eligibility determination. Rather, it is meant to ensure access to individualized career and training services is directed toward higher-need populations. Priority of service must be assessed at the time of the eligibility determination, and participants must be informed if they are to receive priority.

A recipient of public assistance, low-income, or basic skills deficient veteran or eligible spouse takes precedence, with all other qualifying requirements being equal, over a recipient of public assistance, low-income, or basic skills deficient, non-covered person in obtaining individualized career services and training services. This does not allow for "bumping" of non-covered persons who had previously been accepted into a program prior to the covered person applying within the same program. Priority of service applies up to the point the individual receives approval to begin an individualized career or training service. At that point, the participant should continue to receive services as needed, even if participants with higher priority must wait to receive services because funds are limited. However, if there is a waiting list, priority of service applies in the order listed above. Veterans and eligible spouses receive priority of service in all WIOA Title I programs.

When adult funds are limited, the administrative entity may institute additional processes to determine individuals most in need of WIOA individualized and training services.

Recipients of Public Assistance, Low-income, or Basic Skills Deficient Review

Internal monitoring will be completed quarterly (January, April, July, October) to ensure priority guidelines are followed. Technical assistance will be provided by the administrative entity if discrepancies are found.

Required Action

Prior to enrollment, determine priority of service:

1. Determine if the individual is a veteran or eligible spouse.
2. Determine if the individual is low-income or a recipient of public assistance.
3. If the individual does not have an Associate Degree, they must complete the Basic Skills Screening Tool. If the individual answers no to any of the questions on the screening tool or is unable to complete the form without assistance, they are considered basic skills deficient.
    a. Note: The Basic Skills Screening Tool is only used to determine if an individual should receive priority. After participation and training is determined suitable, the CASAS assessments must be provided to determine a participant's educational needs.

4. Case note order of priority. (This case note may be combined with others to summarize a single appointment.)
    a. **Example:** *Priority Level 1 Determination (case note title):* Sue is assigned priority one designation, as she is a low-income Veteran.
    b. **Example:** *Priority Level 2 Determination (case note title):* Matthew is assigned priority two designation due to receiving public assistance.

Priority status automatically documents in the NEworks WIOA application, must be case noted, and supporting documentation must be scanned into ECM. If the Basic Skills Screening Tool was provided, it must be scanned into ECM under *Assessments*.

Adult Program

To be eligible for career services through the Adult program, an individual must be age 18 or older and meet the general eligibility criteria above.

Dislocated Worker Program

To be eligible for career and training services through the DLW program, an individual must meet the criteria outlined in one of the following five categories, as described by law and the general eligibility criteria above, as described by law.

Note: NEworks DLW categories are different than the DLW categories defined by law. Reference the Enrollment Checklist to ensure the correct category is chosen and proper verification is obtained.

Category 1- Ordinary Layoff

This eligibility category covers an individual who has been terminated or laid off, or who has received a notice of termination or layoff from employment, but not because of a permanent closure or mass layoff, and is either:

- eligible for or has exhausted entitlement to unemployment compensation *(select Category 1 in NEworks)*; or
- has been employed long enough to demonstrate an attachment to the workforce even if not eligible for unemployment compensation *(select Category 2 in NEworks)* due to:
    - insufficient earnings; or
    - having performed services for an employer that is not covered under state unemployment compensation laws.

Attachment in the State of Nebraska is defined as:

- Twenty or more hours per week
- For at least six months of the last three years

- In the same occupation

The individual must also be unlikely to return to a previous industry or occupation. This may be determined by any of the following:

- DD-214 for individuals transitioning from the military
- Search of employment in NEworks, Indeed, and other reputable job search sites showing a lack of suitable employment at:
    - A substantially equal or higher skill level than the worker's previous adversely affected employment, and
    - wages for such work that are not less than 80 percent of the worker's average weekly wage.
    - Part-time, temporary, short-term, or threatened employment is not suitable employment.
- Review of LMI data showing a decline in the occupation or industry of the individual
- Individual has less than 8th grade education
- A change in the individual's status resulting in a force occupational change, including
    - Criminal charges or conviction that preclude the individual from their previous industry or occupation
    - Condition resulting in limitations affecting the individual's ability to continue working in their previous industry or occupation

Category 2- Permanent Closure or Mass Layoff

This eligibility category covers an individual who has been dislocated because of a permanent closure or mass layoff, meaning an individual who:

- has been terminated or laid off, or has received a notice of termination or layoff, from employment because of any permanent closure of or any substantial layoff at a plant, facility, or enterprise *(select Category 3 in NEworks)*; or
- is employed at a facility at which the employer has made a general announcement that the facility will close within 180 calendar days *(select Category 4 in NEworks)*; or
- for purposes of eligibility to receive services other than training services, career services, or supportive services, is employed at a facility at which the employer has made a general announcement that the facility will close. *(Select Category 4 in NEworks.)*

Note – Individuals enrolled in Category 4 in NEworks cannot receive training services, career services, or supportive services.

If an individual retired from a company rather than being laid off due to a permanent closure or mass layoff and plans to return to the workforce, enroll the individual in NEworks category 3.

Example

John was working for a company that was going to close. He was offered to accept retirement in lieu of being laid off due to the company closure. John chose to accept retirement benefits from the company but needs to return to work to support his family. The individual provided a separation letter from the employer stating he chose to retire in lieu of layoff.

Category 3- Conditions Affecting Self-employment

This eligibility category covers a self-employed individual, including family members and farm workers or ranch hands, who are unemployed as a result of general economic conditions in the community in which the individual resides or a natural disaster. *(Select Category 5 in NEworks.)*

Category 4- Displaced Homemaker

This eligibility category covers an individual who is dislocated as a displaced homemaker, meaning the individual has been providing unpaid services to family members in the home and:

has been dependent on the income of another family member but is no longer supported by that income; or

- is the dependent spouse of a member of the US Armed Forces on active duty and whose family income is significantly reduced because of a:
    - deployment;
    - call or order to active duty; or
    - permanent change of duty station or the service-connected death or disability of the service member.

The individual must also be unemployed or underemployed and experiencing difficulty in obtaining or upgrading employment. *(Select Category 6 in NEworks.)*

Category 5- Service Member or Military Spouse

Service Member

This eligibility category covers a service member who has separated or is separating from the US Armed Forces with a discharge that is anything other than dishonorable *(Select Category 8 in NEworks)* and:

- has received a notice of separation, a Form DD-214 from the Department of Defense, or other documentation showing a separation or imminent separation from the US Armed Forces;
- is eligible for or has exhausted unemployment compensation; and
- is unlikely to return to a previous industry or occupation.

Military Spouse

An individual who is the spouse of a member of the US Armed Forces on active duty is a dislocated worker if that individual:

- has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in the duty station of the service member *(select Category 7 in NEworks)*; or
- is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment. *(Select Category 8 in NEworks.)*

Category 12: Dislocated Worker Grant (DWG) eligibility: Do not use this category in NEworks. Should Nebraska receive a grant to serve this population, this section will be updated.

Ineligible DLWs

- Individuals that are likely to remain employed with the same employer (review for Incumbent Worker eligibility) or are likely to retire instead of seeking new employment.
- Individuals that have entered into other employment since a layoff are considered eligible if the employment is less than one continuous year and the individual is earning 80% or less of the wage paid at the time of layoff. Employment over one continuous year shall be considered an occupation change and deem the participant ineligible as a DLW.
- Given the nature of substitute teaching, working as a substitute teacher for multiple years is not considered a year of continuous employment (when considering eligibility as a dislocated worker).

Youth Program

Out of School Youth Program Eligibility[6]

To qualify for the Out-of-school Youth (OSY) program, an individual must meet the criteria outlined below and the general eligibility criteria above.

<u>An individual must meet all of the following criteria:</u>

- Not attending school, including secondary school or postsecondary school
- Between the ages of 16-24 at enrollment

<u>In addition, the individual must meet at least one of the below criteria:</u>

- A school dropout;
- A youth who is within the age of compulsory school attendance under state law, but has not attended for at least the most recent complete school-year quarter or calendar-year quarter;
- A recipient of a secondary school diploma or its recognized equivalent, who is a low-income individual, and either:
    a. basic skills deficient; or
    b. an English language learner;
- An individual who is subject to the juvenile or adult justice system;
- The individual is a homeless individual who:
    a. Lacks a fixed, regular, and adequate nighttime residence and is:
        i. Sharing the housing of other persons due to loss of housing, economic hardship, or a similar reason;
        ii. Living in a motel, hotel, trailer park, or campground due to the lack of adequate alternative;
        iii. Living in an emergency or transitional shelter;

[6] WIOA sec. 129(a)(1)(B); TEGL 21-16

    iv. Is abandoned in a hospital; or
    v. Is awaiting foster care placement;
  b. Has a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings;
  c. Is a migratory youth who is living under circumstances described in rows a and b of this list;
  d. Lives in cars, parks, public spaces, abandoned buildings, substandard housing, bus or training stations, or similar settings; or
  e. Is a runaway;

- The individual:
  a. Is in foster care;
  b. Has aged out of the foster care system;
  c. Has attained age 16 and left foster care for kinship guardianship or adoption;
  d. Is eligible for assistance under the John H. Chafee Foster Care Independence Program; or
  e. Is in an out-of-home placement.
- Pregnant or parenting;
- An individual with a disability; or
- A low-income individual who requires additional assistance to enter or complete an educational program or secure or hold employment.

School Status

School status is determined at the time of eligibility determination and remains the same throughout the individual's participation in the youth program. Once enrolled, OSY may continue to receive services beyond age 24.

Low-income Requirement[7]

The low-income requirement applies if the individual is the recipient of a secondary school diploma or a recognized equivalent and eligibility as an OSY is based on:

- Basic skills deficiency;
- Being an English language learner; or
- A need for additional assistance to enter or complete an educational program or to secure or hold employment.

Low-income may be determined by:

- Family income is at or below poverty level or lower living standard income level
- Member of a household receiving SNAP or TANF
- Living in a high-poverty area
- The individual is a parent of a child receiving free/reduced lunches

[7] 20 CFR § 681.250(a)

In-school Youth Eligibility[8]

To qualify for the In-school Youth (ISY) program, an individual must meet the criteria outlined below and the general eligibility criteria above.

An individuals must meet all of the following criteria:

- Attending school, including secondary school or postsecondary school
    - Includes enrollment in secondary or credit-bearing postsecondary classes
- Between the ages of 14-21 at enrollment
    - Considered low-income
        - Family income is at or below poverty level or llsil
        - Member of a household receiving SNAP or TANF
        - Living in a high-poverty area
        - The individual is receiving free/reduced lunches
        - The individual is a parent of a child receiving free/reduced lunches

In addition, the individual must meet at least one of the following criteria:

- Basic skills deficient;
- English language learner;
- An offender;
- A homeless individual who:
    a. Lacks a fixed, regular, and adequate nighttime residence and is:
        i. Sharing the housing of other persons due to loss of housing, economic hardship, or a similar reason;
        ii. Is living in a motel, hotel, trailer park, or campground due to the lack of an adequate alternative;
        iii. Is living in an emergency or transitional shelter;
        iv. Is abandoned in a hospital; or
        v. Is awaiting foster care placement;
    b. Has a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings;
    c. Is a migratory[9] youth who is living under circumstances in this list;
    d. Lives in cars, parks, public spaces, abandoned buildings, substandard housing, bus or train stations, similar settings; or
    e. Is a runaway;
- The individual:
    a. Is in foster care;
    b. Has aged out of the foster care system;
    c. Has attained age 16 and left foster care for kinship guardianship or adoption;
    d. Is eligible for assistance under the John H. Chafee Foster Care Independence Program; or
    e. Is in an out-of-home placement;
- Pregnant or parenting;
- A youth who is an individual with a disability; or

[8] WIOA sec. 129(a)(1)(C); TEGL 21-16

[9] 34 CFR § 200.81

- An individual who requires additional assistance to complete an educational program or to secure or hold employment.

School Status

School status is determined at the time of eligibility and remains the same throughout the individual's participation in the ISY program. Once enrolled, an ISY may continue to receive services beyond the age 21.

High school equivalency programs and dropout re-engagement programs are not considered schools for purposes of determining school status, with one exception. Individuals attending high school equivalency programs, including programs considered to be dropout re-engagement programs, are ISY when the programs:

- are funded by the public K–12 school system; and
- classify the individuals as still enrolled in school.

An individual enrolled in an alternative school, class, or education program established in accordance with Neb. Rev. Stat. § 79-266 is considered an ISY when the program classifies the individual as still enrolled in school.

Additional Assistance Limitation

No more than five percent of individuals enrolled in a program year may be eligible as ISY based solely on a need for additional assistance to complete an educational program or to secure or hold employment. Administrative approval is required to enroll an individual who qualifies solely on a need for addition assistance to complete an educational program or to secure or hold employment.

Low-income Exception

Up to five percent of all youth (in-school and out-of-school) enrolled in a program year, who ordinarily would be required to be low-income for eligibility purposes, are not required to meet the low-income requirement for eligibility, provided they meet all other eligibility requirements. Administrative approval is required to enroll an individual who does not meet the low-income guidelines.

A youth's dropout status is determined at the time of registration. A youth attending an alternative school at the time of registration is not a dropout. An individual who is out of school at the time of registration and subsequently placed in an alternative school, may be considered an out-of-school youth for the purposes of the 30 percent expenditure requirement for out-of-school youth.

SECTION 3: Enrollment

Outreach

Recruitment is a collaborative effort between the career planner, regional managers, one-stop operator, and other local area staff. Recruitment methods include but are not limited to: presentations at interagency and community group meetings, partner referrals, local chambers and economic development agencies, presentations to high school and college classes, group orientations, and referrals from walk-in traffic at the job centers.

Educational materials are available to assist in recruitment efforts. All materials are posted below this section.

Referrals

Referrals may be received from a variety of different programs including, career center staff, partner agencies, interagency and community groups, etc. **All referrals must be contacted within five business days. At least two forms (phone, text, email, social media, mail) of contact must be used when attempting to contact participants, unless the individual responds to the first attempt.**

If the individual is registered on NEworks, career planners must case note any contact with the individual and any attempts to contact. Once the individual is contacted and the referral is addressed, the referral must be resulted as successful in NEworks. If after three contact attempts the individual cannot be reached, the referral must be resulted as unsuccessful in NEworks.
Step by step instructions on creating and resulting referrals are posted below under the Enrollment Forms tab.

Client Registration

NEworks is the labor exchange system operated by Nebraska Department of Labor (NDOL). The Greater Nebraska Workforce Development Area (GNWDA) utilizes NEworks to enroll clients into the WIOA program and provide active case management. All clients are required to register on NEworks prior to enrollment. Wagner-Peyser participation is encouraged to show co-enrollment in both programs, but not required. NDOL takes a "no wrong door" approach. Clients may begin with any program and receive referrals to others that may benefit them. The initial program should gather all information and documentation pertinent to their program. The secondary program will then gather information and documentation unique to their program.

Initial Assessment/Eligibility Determination

The career planner conducts an initial assessment/interview with the client to determine eligibility and suitability. The initial assessment provides preliminary information about the individual's skill levels, aptitudes, interests, and supportive service needs. During this assessment, the career planner should explain to the participant the documentation they will need to provide, give an overview of the program including required program components, expectations of the program, etc.

The initial assessment must be case noted. Reference Section 4 Documentation for an example.

Example Case note:

Met with and discussed services offered by NDOL and offered under WIOA Title I program. Discussed program intent and expectations. Discussed the following during initial assessment: resume, application process, program documents. Individual stated that they have a DUI charge that has hindered their ability to obtain employment in the past.

WIOA NEworks Application

To create the WIOA application, expand Staff Profiles > expand Case Management Profile > select Programs > Create Title 1- Workforce Development (WIOA) Application > navigate through the application utilizing the enrollment checklist to complete the application.

The NEworks WIOA application date is the date when the WIOA application is created.
The WIOA participation date is the date following a determination of eligibility to participate in the program and the date when the individual begins receiving a service from the program. Participation date is the official date the participant begins counting towards performance.

There is a 90-day window the WIOA application can be created prior to participation being given. If participation is not given within the 90 days following the creation of the application, the application will automatically close.

If within the 90 days following the application creation, the participant is deemed ineligible, or no longer is interested in the program, ensure you mark the "Closed, Never Enrolled" box on the first page of the application to manually close the application.

Any participant deemed ineligible should be referred to other partner programs that may be able to assist them. Case notes should be completed explaining the reason the person is ineligible.

Eligibility Determination/Enrollment

The enrollment checklists and DVM Form must be utilized as a guide for the eligibility determination/enrollment to ensure proper documentation is gathered and uploaded in the participant's ECM/NEworks file. Checklists assist career planners in following all required processes. The enrollment checklists are available at dol.nebraska.gov > Workforce Innovation Opportunity Act > Local Workforce Development Areas > Greater Nebraska > Local and Regional Plan Documents > Operations Manual & Forms

Career Planners will use the dropdowns under 'Documentation Used' on the DVM Form to select which of the approved documents was used to verify each section. Career Planners will send the completed DVM Form to the Manager for file review. The Manager will review the file and DMV Form within 5 business days. If errors are found, Managers will return the form to the Career Planner for corrections. If the file is accurate, Mangers will forward the form to the Program Coordinator.

*Reduction of paperwork: to reduce the burden on new participants, documents that meet the source documentation requirements for multiple categories should be used for each.

Verification Categories & Acceptable Documents			
Verification Categories	**Acceptable Documents**	**ECM Index**	**NEworks Index**
Social Security Number ******Document must contain SSN **	▪ Social Security Card ▪ Passport ▪ Military ID ▪ Other Federal or State ID with SSN	▪ Social Security Card ▪ Passport ▪ Military ID ▪ Federal, State or Local Government ID	▪ Social Security Card ▪ Other ▪ Other ▪ Other
Address	▪ Driver's License ▪ Food Stamps Award Letter ▪ Lease/Landlord Statement ▪ Postmarked Mail Addressed to Applicant ▪ Utility Bill ▪ Self-Attestation	▪ Driver's License ▪ DHHS Documentation ▪ Lease/Rental Documents ▪ Postmarked Mail ▪ Public/Private Agency Record ▪ Self-Attestation Statement	▪ Driver's License ▪ Food Stamp Award Letter ▪ Lease OR Landlord Statement ▪ Postmarked Mail Addressed to Applicant ▪ Utility Bill ▪ Other: Self-Attestation
Date of Birth	▪ Driver's License ▪ Baptismal Record ▪ Birth Certificate ▪ DD-214 ▪ Report of Transfer or Discharge Paper ▪ Federal, State, or Local Identification Card ▪ Passport ▪ Hospital Record of Birth ▪ Public Assistance/Social Service Records ▪ School Records or ID Cards ▪ Work Permit ▪ Family Bible	▪ Driver's License ▪ Baptismal Record ▪ Birth Record ▪ DD-214 ▪ Military Documents ▪ Federal/State/Local Government ID ▪ Passport ▪ Birth Record ▪ Public Assistance Records ▪ School Records ▪ Alien Registration Card ▪ Public/Private Agency Record	▪ Driver's License ▪ Baptismal Record ▪ Birth Certificate ▪ DD-214 ▪ Military Records ▪ Federal, State or Local Government ID Card ▪ Passport ▪ Hospital Birth Record ▪ Public Assistance/Social Service Records ▪ School Records/Identification ▪ Work Permit ▪ Other: Family Bible ▪ **DO NOT USE** • **Native American Tribal Document** • **Cross Match with Vital Statistics.**

Verification Categories & Acceptable Documents Cont.

Verification Categories	Acceptable Documents	ECM Index	NEworks Index
Citizenship	▪ US Citizen Self-Attestation ▪ Alien Registration Card with SAVE	▪ US Citizenship Attestation ▪ Alien Registration Card & SAVE Form	▪ Other ▪ Alien Registration Card & Other: SAVE
Selective Service	▪ Electronic Records	▪ Selective Service Record	▪ Selective Service Acknowledgement Letter **OR** ▪ Not Applicable
Disability **(if applicable)**	▪ Self-Attestation	▪ Self-Attestation Statement	▪ NEworks Confidential – Unity Disability Self-Disclosure Statement
Military Service **(if applicable)**	▪ DD-214 ▪ Crossmatch with Dept. of Defense Records ▪ Crossmatch with Veterans Service Database ▪ Letter from Veteran' Administration	▪ DD-214 ▪ Military Documents ▪ Military Documents ▪ Military Documents	▪ DD-214 ▪ Other ▪ Other ▪ Other
Employment Status	▪ Self-Attestation	▪ Self- Attestation Statement	▪ Self-Attestation Statement
Unemployment	▪ Crossmatch to State UI Database ▪ Crossmatch to State MIS Database ▪ Referral Transmittal by RESEA or WPRS ▪ Self-Attestation for Code Values 3 and 4 Only	▪ UI Documents ▪ UI Documents ▪ Self-Attestation Statement	▪ UI Records ▪ UI Records ▪ Other: RESEA or WPRS Referral ▪ Other: Self-Attestation
Rapid Response **(if applicable)**	▪ Crossmatch to State MIS Database ▪ Case Notes ▪ Self-Attestation ▪ Rapid Response List ▪ Crossmatch to Rapid Response Records	▪ Public/Private Agency Record ▪ Self-Attestation Statement ▪ Public/Private Agency Record ▪ Public/Private Agency Record	▪ Reference Case Note in NEworks
Long Term Unemployment: Has been unemployed for 27 or more consecutive weeks	▪ Self-Attestation ▪ Public Assistance Records ▪ Refugee Assistance Records ▪ Crossmatch with Public Assistance Database ▪ Crossmatch to State UI Database	▪ Self-Attestation Statement ▪ Public Assistance Records ▪ Public Assistance Records ▪ Public Assistance Records ▪ UI Records	
Date of Actual Dislocation	▪ Verification from Employer ▪ Rapid Response List ▪ Notice of Layoff	▪ Employment Records ▪ Public/Private Agency Record ▪ Employment Records	

	▪ Public Announcement w/ follow-up Crossmatch with UI Database ▪ Self-Attestation	▪ Employment Records | UI Records ▪ Self-Attestation Statement	

Verification Categories & Acceptable Documents Cont.

Verification Categories	Acceptable Documents	ECM Index	NEworks Index
Highest Education Level	▪ Self-Attestation	▪ Self-Attestation Statement	▪ Other: Self-Attestation
School Status	▪ Crossmatch with Postsecondary Education Database ▪ Copy of Educational Institution Enrollment Record ▪ Applicable Records from Educational Institution ▪ Signed Intake Application or Enrollment Form ▪ Electronic Records ▪ Self-Attestation	▪ School Records ▪ School Records ▪ School Records ▪ Assessment ▪ Self- Attestation Statement	▪ School Records ▪ School Records ▪ School Records ▪ Other: Assessment ▪ Self-Attestation Statement
TANF: Temporary Assistance for Needy Families **(if applicable)**	▪ TANF Eligibility Verification ▪ TANF Period of Benefit Receipt Verification ▪ Referral Transmittal from TANF (email/case note) ▪ Crossmatch with TANF Public Assistance Record	▪ DHHS Record ▪ DHHS Record ▪ DHHS Record	▪ Public Assistance Record/Printout ▪ Public Assistance Record/Printout ▪ Other: Email or Referral ▪ Public Assistance Record/Printout
SSI Recipient: Supplemental Security Income **(if applicable)**	▪ SSI Receipt of Benefits Verification ▪ Referral Transmittal from SSA (email/case note) ▪ SSI Eligibility Verification ▪ Crossmatch with SSA Database	▪ Social Security Benefits Document ▪ Social Security Benefits Document ▪ Social Security Benefits Document	▪ Statement from Social Services Agency (SSI) ▪ Other: Email or Referral ▪ Statement from Social Services Agency (SSI) ▪ Statement from Social Services Agency (SSI)
GA: General Assistance	▪ Copy of Public Assistance Check ▪ Medical Card Showing Cash Grant Status ▪ Public Assistance Eligibility Verification ▪ Crossmatch with Refugee Assistance Records ▪ Crossmatch with Public Assistance Records ▪ Crossmatch with State MIS Database	▪ Public Assistance Record ▪ NEworks Confidential – Medical & Disability Documents ▪ Public Assistance Records ▪ Public Assistance Records ▪ Public Assistance Records ▪ Public Assistance Records	▪ Copy of Public Assistance Check ▪ Medical Card Showing Cash Grant Status ▪ Public Assistance Records/Printout ▪ Public Assistance Records/Printout ▪ Public Assistance Records/Printout ▪ Public Assistance Records/Printout

Verification Categories & Acceptable Documents Cont.

Verification Categories	Acceptable Documents	ECM Index	NEworks Index
SNAP: Supplemental Nutrition Assistance Program **(if applicable)**	▪ SNAP Eligibility Verification ▪ Copy of Authorization to Receive Food Stamps ▪ Documentation of Food Stamp Benefit Receipt ▪ Referral Transmittal from SNAP (email/case note) ▪ Crossmatch with SNAP Public Assistance Record	▪ DHHS Document ▪ DHHS Document ▪ DHHS Document ▪ DHHS Document	▪ Public Assistance Records/Printout ▪ Public Assistance Records/Printout ▪ Public Assistance Records/Printout ▪ Other: Email or Referral ▪ Public Assistance Records/Printout
RCA: Refugee Cash Assistance **(if applicable)**	▪ Copy of Public Assistance Check ▪ Medical Card Showing Cash Grant Status ▪ Public Assistance Eligibility Verification ▪ Crossmatch with Refugee Assistance Records ▪ Crossmatch with Public Assistance Records ▪ Crossmatch with State MIS Database	▪ Public Assistance Record ▪ NEworks Confidential – Medical & Disability Documents ▪ Public Assistance Records ▪ Public Assistance Records ▪ Public Assistance Records ▪ Public Assistance Records	▪ Copy of Public Assistance Check ▪ Medical Card Showing Cash Grant Status ▪ Public Assistance Records/Printout ▪ Public Assistance Records/Printout ▪ Public Assistance Records/Printout ▪ Public Assistance Records/Printout
SSDI: Social Security Disability Insurance **(if applicable)**	▪ SSDI Receipt of Benefits Verification ▪ Referral Transmittal from SSA (email/case note) ▪ SSDI Eligibility Verification ▪ Crossmatch with SSA Database	▪ Social Security Benefits Document ▪ Social Security Benefits Document ▪ Social Security Benefits Document	▪ Statement from Social Services Agency ▪ Other: Email or Referral ▪ Statement from Social Services Agency ▪ Statement from Social Services Agency
Youth currently living in High Poverty Area **(if applicable, youth only)**	▪ Census Track with Self-Attestation	▪ Self-Attestation Statement	▪ Staff verified based upon address
Foster Child State or Local payment are made for application **(if applicable)** ** Not required by TEGL **	▪ N/A	▪ N/A	▪ Verified on barriers tab for Foster Care Status
Youth currently receives or is eligible to receive free or reduced lunches **(if applicable)**	▪ Public Assistance Eligibility Verification ▪ Self-Attestation	▪ Public Assistance Record ▪ Self-Attestation Statement	▪ School Documents ▪ Self-Attestation Statement
English Language Learner	▪ Case Notes ▪ Assessment Test Results ▪ Applicable Records from Education Institution ▪ Self-Attestation ▪ Signed Intake Application or Enrollment Form	▪ Assessment ▪ School Records ▪ Self-Attestation Statement ▪ Assessment	▪ Staff Observation ▪ Staff Observation ▪ Staff Observation ▪ Staff Observation ▪ Staff Observation

	▪ Signed Individual Service Strategy	▪ Individual Service Strategy (ISS)	▪ Staff Observation

Verification Categories & Acceptable Documents Cont.

Verification Categories	Acceptable Documents	ECM Index	NEworks Index
Basic Skills Deficient/Low Levels of Literacy	▪ Case Notes ▪ Assessment Test Results ▪ Applicable Records from Education Institution	▪ Assessment ▪ School Records	▪ Copy of any generally accepted standardized test ▪ School Records of reading or math skills
Homeless	▪ Self-Attestation ▪ Signed Intake Application or Enrollment Form ▪ Written Statement or Referral Transmittal from a Shelter or Social Service Agency ▪ Needs Assessment ▪ Case Notes ▪ Signed Individual Service Strategy ▪ A letter from Caseworker or Support Provider	▪ Self-Attestation Statement ▪ Assessment ▪ Public/Private Agency Record ▪ Assessment ▪ Individual Service Strategy (ISS) ▪ Public/Private Agency Record	▪ Applicant Statement/Self-Attestation ▪ Other: Intake Application or Enrollment Form ▪ Written Statement from Social Service Agency or Shelter ▪ Other: Assessment ▪ Other: ISS ▪ Written Statement from an Individual Providing Temporary Assistance
Runaway	▪ Self-Attestation ▪ Signed Intake Application or Enrollment Form ▪ Written Statement or Referral Transmittal from a Shelter or Social Service Agency ▪ Needs Assessment ▪ Case Notes ▪ Signed Individual Service Strategy ▪ A letter from Caseworker or Support Provider	▪ Self-Attestation Statement ▪ Assessment ▪ Public/Private Agency Record ▪ Assessment ▪ Individual Service Strategy (ISS) ▪ Public/Private Agency Record	▪ Applicant Statement/Self-Attestation ▪ Other: Intake Application or Enrollment Form ▪ Written Statement from Social Service Agency or Shelter ▪ Other: Assessment ▪ Other: ISS ▪ Written Statement from an Individual Providing Temporary Assistance
Foster Care Status	▪ Written Confirmation from Social Services Agency ▪ Case Notes ▪ Self-Attestation ▪ Foster Care Agency Referral Transmittal ▪ Signed Intake	▪ Public/Private Agency Record ▪ Self-Attestation Statement ▪ Email: Public/Private Agency Record ▪ Assessment	▪ Statement/Referral from Social Service Agency ▪ Other: Case Note ▪ Applicant Statement/Self-Attestation ▪ Statement/Referral from Social Service Agency

	Application or Enrollment Form ▪ Needs Assessment ▪ Signed Individual Service Strategy	▪ Assessment ▪ Individual Service	▪ Other: Intake Application or Enrollment Form ▪ Other: Needs Assessment ▪ Other: ISS

Verification Categories & Acceptable Documents Cont.

Verification Categories	Acceptable Documents	ECM Index	NEworks Index
Out-of-Home Placement ** Not required by TEGL **	▪ Written Statement from Social Service Agency	▪ Public/Private Agency Records	
Eligible Under Section 477 of Social Security Act ** Not required by TEGL ** **Section 477 of Social Security Act authorizes funds to the State to assist with transition from foster care to independent living**	▪ Written Statement from Social Service Agency	▪ Public/Private Agency Records	
Ex-Offender	▪ Documentation from the Juvenile or Adult Criminal Justice System ▪ Written Statement or Referral Document from A Court or Probation Officer ▪ Referral Transmittal from A Reintegration Agency ▪ Signed Intake Application or Enrollment Form ▪ Case Notes ▪ Needs Assessment ▪ Self-Attestation ▪ Signed Individual Service Strategy (ISS) ▪ Federal Bonding Program Application	▪ Court Records ▪ Court Records ▪ Email: Public/Private Agency Record ▪ Assessment ▪ Assessment ▪ Self-Attestation Statement ▪ Individual Service Strategy (ISS) ▪ Public/Private Agency Record	▪ Court Records ▪ Letter from Probation Officer ▪ Other: Referral ▪ Other: Intake Application or Enrollment Form ▪ Other: Assessment ▪ Applicant Statement/Self-Attestation ▪ Other: ISS ▪ Other: Federal Bonding Program Application
Pregnant/Parenting Youth **(Youth Only)**	▪ Self-Attestation ▪ Case Notes ▪ Needs Assessment ▪ WIC Eligibility Verification ▪ TANF Single Parent Eligibility Verification ▪ Signed Intake Application or Enrollment Form ▪ Signed Individual Service Strategy	▪ Self-Attestation Statement ▪ Assessment ▪ Public Assistance Record ▪ DHHS Record ▪ Assessment ▪ Individual Service Strategy (ISS)	▪ Applicant Statement/Self-Attestation ▪ Other: Case Note ▪ Other: Assessment ▪ Statement from Social Service Agency ▪ Statement from Social Service Agency ▪ Other: Intake Application or Enrollment Form ▪ Other: ISS

Verification Categories & Acceptable Documents Cont.			
Verification Categories	**Acceptable Documents**	**ECM Index**	**NEworks Index**
Youth Who need Additional Assistance **(Youth Only)**	▪ Self-Attestation ▪ Signed Intake Application or Enrollment Form ▪ Case Notes ▪ Needs Assessment ▪ Signed Individual Service Strategy	▪ Self-Attestation Statement ▪ Assessment ▪ Assessment ▪ Individual Service Strategy (ISS)	▪ Self-Attestation ▪ Self-Attestation ▪ Self-Attestation ▪ Self-Attestation ▪ Self-Attestation
Exhausting TANF within 2 years at program entry	▪ TANF Eligibility Verification ▪ TANF Period of Benefit Receipt Verification ▪ Referral Transmittal from TANF (email or case note) ▪ Crossmatch with TANF Public Assistance Records	▪ DHHS Record ▪ DHHS Record ▪ DHHS Record	▪ Other Applicable Documents ▪ Other Applicable Documents ▪ Other Applicable Documents ▪ Other Applicable Documents
Single Parent	▪ Case Notes ▪ Needs Assessment ▪ TANF Single Parent Eligibility Verification ▪ Singed Intake Application or Enrollment Form ▪ Signed Individual Service Strategy or Employment Plan (ISS or IEP)	 ▪ Assessment ▪ DHHS Records ▪ Assessment ▪ ISS or IEP	
Family Size ** Not required by TEGL, required in NEworks	▪ Applicant Statement/Self-Attestation	▪ Self-Attestation Statement	▪ Applicant Statement
Annual Family Income	▪ Award Letter from Veteran's Administration ▪ Bank Statements ▪ Paystubs ▪ Compensation Award Letter ▪ Court Award Letter ▪ Pension Statement ▪ Employer Statement/Contact ▪ Family or Business Financial Records ▪ Housing Authority Verification ▪ Quarterly Estimated Tax for Self-Employed Persons ▪ Copy of Public Assistance Check	▪ Military Document ▪ Financial Records ▪ Paystubs ▪ Financial Records ▪ Court Documents ▪ Financial Record ▪ Employment Records ▪ Financial Records ▪ Public Assistance Records ▪ Financial Records ▪ Public Assistance Records	▪ Aware Letter from Veteran's Administration ▪ Bank Statements ▪ Paystubs ▪ Compensation Award Letter ▪ Court Award Letter ▪ Pension/Annuity Statement ▪ Employer Statement/Contact ▪ Farm or Business Financial Records ▪ Housing Authority Verification ▪ Quarterly Estimated Tax for Self-Employed Persons ▪ Public Assistance Records

	▪ Public Assistance Eligibility Verification	▪ Public Assistance Records	▪ Public Assistance Records
	▪ Crossmatch with Refugee Assistance Program	▪ Public Assistance Records	▪ Public Assistance Records
	▪ Crossmatch with Public Assistance Records	▪ Public Assistance Records	▪ Public Assistance Records
	▪ Social Security Benefits	▪ Social Security Benefits Documents	▪ Social Security Benefits
	▪ UI Claim Documents	▪ UI Documents	▪ Unemployment Insurance Documents and/or printout
	▪ Copy of Authorization to receive Cash Public Assistance	▪ Public Assistance Records	▪ Public Assistance Records
	▪ Crossmatch with UI wage records	▪ UI Documents	▪ Unemployment Insurance Documents and/or printout
	▪ Self-Attestation	▪ Self-Attestation Statement	▪ Applicant Statement/Attestation

- If documents can be used to verify multiple categories, ensure you are verifying everything possible with that document. This prevents duplicate work for you and eliminates the extra burden on participants.

- Paystubs are not required for dislocated worker (DLW) eligibility. However, NEworks still requires you to enter the annualized family income. This can be done by having the participant self-attest to their annual family income, providing a W2, or providing a single paystub for each household member that is currently working. Information regarding calculating income is under Income Guidelines covered later in this section.

NEworks Dislocated Worker Categories & Acceptable Documents		
NEworks DLW Category	**Acceptable Documents**	**ECM Index**
Category 1: Ordinary Layoff – UI Eligible ** must verify all 3 sections **	**Verification of Separation**	
	▪ Verification from Employer	▪ Employment Records
	▪ Rapid Response List	▪ Public/Private Agency Record
	▪ Notice of Layoff	▪ Employment Records
	▪ Public Announcement w/ follow-up crossmatch with UI Database	▪ Employment Records & UI Records
	▪ Self-Attestation	▪ Self-Attestation Statement
	▪ DD-214	▪ DD-214
	UI Status	
	▪ Crossmatch to State UI Database	▪ UI Documents
	▪ Crossmatch to State MIS Database	▪ UI Documents
	▪ Referral Transmittal by RESEA or WPRS	
	▪ Self-Attestation for Code Values 3 & 4 Only	▪ Self-Attestation Statement
	Unlikely to Return	

<table>
<tr><th colspan="3">NEworks Dislocated Worker Categories & Acceptable Documents Cont.</th></tr>
<tr><th>NEworks DLW Category</th><th>Acceptable Documents</th><th>ECM Index</th></tr>
<tr><td>Category 2:
Ordinary Layoff – Not UI Eligible

** must verify all 3 sections **</td><td>Verification of Separation
▪ Verification from Employer
▪ Rapid Response List
▪ Notice of Layoff
▪ Public Announcement w/ follow-up crossmatch with UI Database
▪ Self-Attestation

UI Status
▪ Crossmatch to State UI Database
▪ Crossmatch to State MIS Database
▪ Referral Transmittal by RESEA or WPRS
▪ Self-Attestation for Code Values 3 & 4 Only

Unlikely to Return</td><td>
▪ Employment Records
▪ Public/Private Agency Record
▪ Employment Records
▪ Employment Records & UI Records

▪ Self-Attestation Statement

▪ UI Documents
▪ UI Documents

▪ Self-Attestation Statement</td></tr>
<tr><td>Category 3:
Permanent Closure/Mass Layoff

** must verify all 3 sections **</td><td>Verification of Separation
▪ Verification from Employer
▪ Rapid Response List
▪ Notice of Layoff
▪ Public Announcement w/ follow-up crossmatch with UI Database
▪ Self-Attestation

Proof of Closure or Mass Layoff
▪ Public Announcement</td><td>
▪ Employment Records
▪ Public/Private Agency Record
▪ Employment Records
▪ Employment Records & UI Records

▪ Self-Attestation Statement

▪ Employment Records</td></tr>
<tr><td>Category 4:
General Announcement

** Not able to receive career, training, or supportive services **</td><td>▪ Public Announcement</td><td>▪ Employment Records</td></tr>
<tr><td>Category 5:
Previously Self-Employed</td><td>▪ Proof of Natural Disaster or Proof of General Economic Conditions in the Community
▪ Notice of Foreclosure
▪ Proof of Failure to Profit in Preceding 12 Months
▪ Bankruptcy Proceedings</td><td>▪ Employment Records

▪ Financial Records
▪ Financial Records

▪ Financial Records</td></tr>
<tr><td>Category 6:
Displaced Homemaker

** must verify both sections **</td><td>▪ Self-Attestation
▪ Signed Intake Application or Enrollment Form
▪ Crossmatch with Public Assistance Records
▪ Copy of Spouse’s Layoff Notice
▪ Copy of Spouse’s Death Record
▪ Copy of Spouse’s Permanent Change of Stations (PCS) Orders (for Military move or assignment)
▪ Copy of Divorce Records
▪ Copy of Applicable Court Records
▪ Copy of Bank Records (showing financial dependency on spouse, no separate individual income support,</td><td>▪ Self-Attestation Statement
▪ Assessment

▪ Public Assistance Records

▪ Employment Records
▪ Public/Private Agency Record
▪ Military Documents

▪ Court Records
▪ Court Records
▪ Financial Records</td></tr>
</table>

	or no employment income earned) ▪ Needs Assessment ▪ Signed Individual Employment Plan (IEP) **Proof of Unemployment or Underemployment** ▪ Self-Attestation ▪ Public Assistance Records ▪ Refugee Assistance Records ▪ Crossmatch with Public Assistance Database ▪ Crossmatch to State UI Database ▪ Current Paycheck Stubs, Tax records, W-2 Form ▪ Prior Paycheck Stubs, Tax Records, W-2 Form ▪ Copy of Diploma, Credential or Degree Awarded by Educational Institution ▪ Case Notes	▪ Assessment ▪ Individual Employment Plan (IEP) ▪ Self-Attestation Statement ▪ Public Assistance Records ▪ Public Assistance Records ▪ Public Assistance Records ▪ UI Records ▪ Paystubs | Financial Records ▪ Paystubs | Financial Records ▪ School Records

NEworks Dislocated Worker Categories & Acceptable Documents Cont.

NEworks DLW Category	Acceptable Documents	ECM Index
Category 7: The Spouse of a Member of the Armed Forces on Active Duty, and who has Experienced a loss of Employment as a Direct Results of Relocation to Accommodate a Permanent Change in Duty Station of such Member	▪ Copy of Spouse's Permanent Change of Station (PCS) Orders (for Military Move or Assignment)	▪ Military Documents
Category 8: The Spouse of a Member of the Armed Forces on Active Duty, and who is Unemployed or Underemployed and is Experiencing Difficulty in Obtaining or Upgrading Employment ** must verify both sections **	▪ Self-Attestation ▪ Singed Intake Application or Enrollment Form ▪ Crossmatch with Public Assistance Records ▪ Copy of Spouse's Layoff Notice ▪ Copy of Spouse's Death Record ▪ Copy of Spouse's Permanent Change of Stations (PCS) Orders (for Military move or assignment) ▪ Copy of Divorce Records ▪ Copy of Applicable Court Records ▪ Copy of Bank Records (showing financial dependency on spouse, no separate individual income support, or no employment income earned) ▪ Needs Assessment ▪ Signed Individual Employment Plan (IEP) **Proof of Unemployment or Underemployment**	▪ Self-Attestation Statement ▪ Assessment ▪ Public Assistance Records ▪ Employment Records ▪ Public/Private Agency Record ▪ Military Documents ▪ Court Records ▪ Court Records ▪ Financial Records ▪ Assessment ▪ Individual Employment Plan (IEP)

	▪ Self-Attestation ▪ Public Assistance Records ▪ Refugee Assistance Records ▪ Crossmatch with Public Assistance Database ▪ Crossmatch to State UI Database ▪ Current Paycheck Stubs, Tax records, W-2 Form ▪ Prior Paycheck Stubs, Tax Records, W-2 Form ▪ Copy of Diploma, Credential or Degree Awarded by Educational Institution ▪ Case Notes	▪ Self-Attestation Statement ▪ Public Assistance Records ▪ Public Assistance Records ▪ Public Assistance Records ▪ UI Records ▪ Paystubs | Financial Records ▪ Paystubs | Financial Records ▪ School Records

Verification Definitions/ Acceptable Documents

Employer statement/separation notice can be a written letter on letterhead, an email from the company email address, or a collection of documentation including UI verification (showing date of layoff, 'lack of work' reason), and if possible, newspaper article.

Unemployed Due to A Natural Disaster

The phrase *unemployed due to a natural disaster* means unemployment caused by a major adverse event(s) resulting from natural processes of the Earth or forces other than the acts of human beings, including environmental conditions, such as:

- floods;
- tornadoes;
- earthquakes; and
- other natural events beyond an individual's control.

The list provided above is not all inclusive of major adverse events that may be considered natural disasters.

  - **Verification:** Newspaper Article

Unlikely to Return to A Previous Occupation or Industry

For determining eligibility as a dislocated worker, an individual is *unlikely to return to a previous occupation or industry* if job opportunities in the occupation or industry are significantly diminished for an individual based on one (1) or more of the following criteria:

- official assessments of market demand for products or services in the occupation or industry;
  - **Verification:** Onet Online- Wage & Employment Trends section. If declining, print the results, write unlikely to return and index in ECM under Employment Records.
- local labor market conditions for the industry or occupation;

- **Verification:** NEworks job search for the individual's job title in their local area, if two or fewer results come back, print the results, write unlikely to return and index in ECM under Employment Records

- evolution of skill requirements in the occupation or industry and whether an individual's skills have kept pace over time based on a current skills assessment;
    - **Verification:** Onet Online- Education section and self-attest of current education/skill level
- impact of technology or trade on the industry or occupation.
    - **Verification:** Self-Attestation Statement

A separating service member meets the standard of *unlikely to return to a previous industry or occupation*.

- **Verification:** DD-214

Underemployed

The term underemployed is defined as one or more of the following:

- Individuals who are employed in a position that is inadequate with respect to their skills and training;
    - **Verification:** Self-Attestation statement of skills and training and current position
- Individuals employed less than full-time who are seeking full-time employment;
    - **Verification:** Paystubs, timecard
- Individuals who are employed who meet the definition of a low income individual;
    - **Verification:** SNAP letter, low income guidelines
- Individuals who are employed, but whose current job's earnings are not sufficient compared to their previous job's earnings from their previous employment.
    - **Verification:** Paystubs

NEworks Overall Budget

Greater Nebraska requires the NEworks overall budget be completed for every participant. The overall budget is located in NEworks under My Individual Plans > Financial Plan Profile > Overall Budget.

The budget is an excellent tool to provide the participant an overall view of what their current household income and expense are. It also provides an overview of the wage the participant needs to earn to meet their monthly expenses.

The budget is used to determine the actual need of the participant. It is also used to complete the Cost of Attendance (COA) form for participants attending an Occupational Skills Training (OST) program and must be updated each semester for these participants. It can also be a helpful tool to gauge if the participant may benefit from financial literacy services.

Any public assistance income entered in the income column needs to be shown as an expense in the expense column.

Example
If the participant receives $400 a month in SNAP benefits, ensure what is shown as income is also shown as an expense. If the participant receives $400 a month in SNAP benefits, but only spends $300 a month, you would only list $300 in the income section as they aren't able to pocket that extra $100 to use toward other expenses.

Exceptions

- Reverse referral OJT participants do not require the overall budget be completed.
- Participants co-enrolled with Trade for wage subsidy or Trade relocation assistance do not require the overall budget be completed.

Required Enrollment Forms

Below is the list of required forms that must be signed and included in the participant's file prior to participation. On Base E-forms or paper forms can be utilized to accommodate participant need. The forms can be found at dol.nebraska.gov > Workforce Innovation Opportunity Act > Local Workforce Development Areas > Greater Nebraska > Local and Regional Plan Documents > Operations Manual & Forms and include:

- US Citizenship Attestation
- Equal Opportunity is the Law
- Release of Confidential Information
- Release of UI Information
- Disability Self-Disclosure Statement and Reasonable Accommodations Request
- Self-Attestation
- Release For Publication

Applicant Self Attestation Form

Greater Nebraska requires the self-attestation form be completed if needing proof without documentation.

For example, if an individual has graduated high school, but doesn't have their high school diploma or transcripts, they can self-attest that they graduated from high school.

Best Practices
Any information being verified by self-attest should be as specific as possible.

Disability Self-disclosure Statement & Reasonable Accommodation Request

Greater Nebraska requires every participant complete the Disability Self-disclosure Statement and Reasonable Accommodation Request form. The form is not available as an E-form, paper is the default.

The participant can choose not to respond, choose not disabled, or choose disabled. If the individual chooses disabled, they will complete the rest of the form identifying their impairment(s) and any barriers the impairment(s) may create.

Equal Opportunity is Law

Career planners must provide initial and continuing notice that WIOA does not discriminate on any prohibited grounds. The notice must be provided to all registrants, applicants, employers, etc. The local career centers must take appropriate steps to ensure that communications with individuals with disabilities are as effective as communications with others.

At a minimum, the notice must be:

- Posted prominently, in reasonable numbers and places;
- Disseminated in internal memoranda and other written or electronic communications;
- Included in handbooks or manuals; and
- Made available to each participant, and made part of each participant's file.

The notice must be provided in appropriate formats to individuals with visual impairments. Where notice has been given in an alternate format, a record that such notice has been given must be made a part of the participant's file.

Greater Nebraska meets these requirements as each local office has Equal Opportunity is the Law posters posted in the offices and each participant is provided the Equal Opportunity is the Law form to review and sign.

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

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

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

- deciding who will be admitted, or have access, to any WIOA Title I-financially assisted program or activity;
- providing opportunities in, or treating any person with regard to, such a program or activity; or
- making employment decisions in the administration of, or in connection with, such a program or activity.

Equal Opportunity Officer

The Nebraska Department of Labor is the WIOA Title I Grant Recipient. For issues pertaining to the Grant, contact the Local Area EO Officer for Greater Nebraska or the State Level EO Officer at the contact information below.

Local Area Equal Opportunity Officer / Greater Nebraska Administrator Nebraska Department of Labor 550 South 16th Street Lincoln, NE 68508 Telephone: 402-471-9948 TDD/TTY: 800-833-7352 Email: NDOL.GreaterNebraska@Nebraska.gov	State Level Equal Opportunity Officer Nebraska Department of Labor 550 South 16th Street Lincoln, NE 68508 Telephone: 402-471-8358 TDD/TTY: 800-833-7352 Email: NDOL.EOComplaints@Nebraska.gov

Complaints

Any person who believes that either he or she, or any specific class of individuals, has been or is being subjected to discrimination prohibited by WIOA or the regulations implementing the nondiscrimination provisions may file a written complaint.

Reference Greater Nebraska's Equal Opportunity and Nondiscrimination Policy for step by step procedures.

Release of Confidential Information

Greater Nebraska does not require the release of confidential information in every participant file, but strongly encourage it. This form is not available as an E-form, paper is the default.

The form is used if the career planner needs to obtain any documentation on behalf of the participant.

Example

If the individual does not have a layoff letter, the career planner can provide this release to show they are authorized to contact the employer on behalf of the individual to obtain the layoff verification.

If the individual is receiving SNAP and does not have their letter. The career planner can provide this letter to show they are authorized to contact the case manager on the individual's behalf to obtain SNAP verification.

Release of UI Information

Greater Nebraska requires every participant sign the Release of UI Information. The form is used if staff need to communicate with or gather documentation from unemployment staff.

US Citizenship Attestation: Verification of Lawful Presence

Legislative Bill 403 (LB 403) requires that "every agency or political subdivision of the State of Nebraska shall verify the lawful presence in the United States of any person who has applied for public benefits administered by an agency or political subdivision of the State of Nebraska".

Participation in WIOA shall be available to citizens and nationals of the United States, lawfully admitted permanent resident aliens, refugees, asylees, and parolees, and other immigrants authorized by the Attorney General to work in the United States.

Greater Nebraska requires every participant attest that he or she is a U.S. citizen or a qualified alien, utilizing the U.S. Citizen Attestation Form.

If the applicant indicates he or she is an alien, career planners must verify their lawful presence in the United States using the SAVE (Systematic Alien Verification for Entitlements) program.

SAVE Request

The SAVE request must be submitted by uploading a copy of the front and back of the individuals Driver's License and Acceptable SAVE documents into ECM. An email then must be sent to ndol.greaternebraska@nebraska.gov formally requesting the SAVE Verification to be ran. This email must contain the individual's State ID.

Administrative staff will run the applicant through SAVE to determine if the individual is a qualified alien. Administrative staff will then upload the SAVE Verification into ECM and respond to the original email once this has been completed.

Acceptable SAVE documents include, I-551 Permanent Resident Card, I-766 Employment Authorization Card, Certificate of Citizenship, Naturalization Certificate, I-94, or I-327.

It is important to be aware of the expiration date of documentation being used to verify Citizenship eligibility. If the documentation expires while on the WIOA program, the SAVE Verification must be re-ran to verify ongoing eligibility. If the individual is no longer eligible OR the Verification does not get ran, services to the individual must stop immediately.

Military Selective Service Registration

The Military Selective Service Act requires that every male citizen and every other male residing in the United States register with the Selective Service System between their 18th and 26th birthdays before they can receive services from federally funded programs. No person may register for the military draft after his 26^{th} birthday.

Individuals, who are required to register, under 26, but have not registered must be referred to the Selective Service System for registration. Once registration is completed and verified, WIOA can serve these males.

Who Must Register?

- Male US citizens (regardless of where they live) and male permanent resident aliens living in the US who were born after December 31, 1959 are required to register with Selective Service within 30 days of their 18th birthday (30 days before and after). If you fail to register during this time period, you may submit a late registration up until your 26th birthday.
- Male non-citizens (including illegal aliens, legal permanent residents, seasonal agricultural workers, and refugees) who take up residency in the US before their 26th birthday are required to register. All relevant INS forms (e.g., the application for Resident Alien status, I-485, and so on) include a clear statement regarding the requirement to register.
- Dual nationals of the US and another country are required to register regardless of where they live.
- Conscientious objectors are required to register. If a draft is instituted, they will have an opportunity to file a claim for exemption based on their religious or moral objections. But they must nevertheless register with Selective Service.
- Disabled men who can move about independently in public with or without assistance must register with Selective Service, even if their disability would disqualify them from military service.
- Members of the Reserve and National Guard who are not on full-time active duty must register. Men attending the Merchant Marine Academy must register. Men who attempt to enlist and are rejected before reaching age 26 must register.

Who Is Not Required to Register?

Men born from March 29, 1957 to December 31, 1959 were never required to register because the Selective Service program was not in operation at the time they turned 18. The requirement to register was reinstated in 1980 and applies to all men born on or after January 1, 1960 (50

USC 453). Although men born before March 29, 1957 were required to register, failure to register makes one ineligible for student aid only if one was born on or after January 1, 1960.

Other reasons why a student might not have been required to register include:

- Men who are hospitalized, institutionalized, or incarcerated are not required to register during their confinement.
- Men who are serving in the military on full-time active duty are not required to register. Men attending the service academies are also not required to register.
- Disabled men who were continually confined to a residence, hospital or institution are not required to register.

However, if they are released before their 26th birthday they must register within 30 days of their release.

Other exceptions include:

- Non-immigrants visiting the US on student or visitor visas and men who are part of a diplomatic or trade mission and their families.
- Citizens of the Federated States of Micronesia, the Republic of the Marshall Islands, or the Republic of Palau.
- Noncitizens who first entered the US after turning age 26.
- Noncitizens who entered the US as lawful non-immigrants on a valid visa and remained in the US on the terms of that visa until after they turned 26. (The date of entry on Form I-94 will be relevant.)
- Student is not yet 18.

Transgender Students

Individuals who are born female and have a gender change are not required to register. U.S. citizens or immigrants who are born male and have a gender change are still required to register.

What If You Didn't Register and It's Now Too Late?

If a male is not registered with the Selective Service he is ineligible for WIOA services. There are only a few options for regaining eligibility, and they depend on showing that either the student was *not required to register*, or that the failure to register was not *knowing and willful*.

If the student was not required to register, he will need to obtain a *status information letter* from Selective Service. This letter will indicate whether the student was or was not required to register. To obtain such a letter visit https://www.sss.gov/verify/sil/, call 1-847-688-6888 or 1-888-655-1825 (stay on the line until the operator answers) or write to Selective Service System, PO Box 94638, Palatine, IL 60094-4638 and ask for a status information letter.

The student will need to describe, in detail, the circumstances that prevented him from registering (e.g., hospitalization, institutionalization, incarceration, military service) and provide documentation of those circumstances. The documentation should be specific as to the dates of the circumstances. (For example, if the student served in the military and was released before age 26, he would still have been required to register within 30 days of his release.) If the student was not a US citizen, he will need to provide documentation of when he entered the United States. The student should also provide his name, Social Security Number, date of birth, and mailing address.

A status information letter is not required if the student can document his status as a veteran (copy of DD-214, active duty orders, military ID card) or that he was born before 1960. Also, non-US men under certain circumstances will not be required to obtain a status information letter.

If the student did not satisfy any of the criteria for a waiver of the registration requirement, the student will need to *show by a preponderance of evidence that his failure to register was not knowing and willful*. The term "preponderance of evidence" refers to the standard of proof used in civil litigation, where the evidence for a fact is of greater weight or more convincing than conflicting evidence. In other words, the probability that the assertion is true must be greater than 50%.

The best evidence is original documentation, especially when it is firsthand documentation produced at the time of the event. In other words, direct evidence is better than indirect or circumstantial evidence. Examples of direct evidence include a birth certificate, a date of entry stamp in a passport, and a certificate of mailing. It is best if the source of the evidence is an independent disinterested third-party. For example, a signed statement by the student is a fairly weak form of evidence, although it can shed light on the student's situation and his sincerity. Positive evidence is better than negative evidence, since it is very hard to prove a negative. Original documentation is better than a copy.

Accordingly, it is in the student's best interest to provide as much evidence as possible and in as much detail as possible.

The final decision regarding eligibility is made by the Administrative Entity, not the Selective Service. The Selective Service only makes a determination as to whether the student was required to register, not whether the failure to register was knowing and willful.

For students who were required to register, the Administrative Entity will base their decision on whether the failure to register was:

1. **Knowing** - Was the student aware of the requirement to register or not? If the student knew about the requirement to register, was he misinformed about the applicability of the requirement to him (e.g., veterans who were discharged before their 26th birthday were occasionally told that they did not need to register)? On which date did the student first learn that he was required to register? Where did the student live when he was between

the ages of 18 and 26? Does the status information letter indicate that Selective Service sent letters to the student and did not receive a response?
2. **Willful** - Was the failure to register done deliberately and intentionally? In other words, did the student have the mental capacity to choose whether or not to register and decided not to register?

In addition to the status information letter, the Administrative Entity requires a signed statement from the student explaining why he did not register and independent third-party documentation of any unusual circumstances or facts pertaining to the student's failure to register. It is very important to provide sufficient documentation since the request will be denied without documentation.

Examples of Third-Party Documentation

- Affidavits from parents, teachers, employers, doctors, etc. concerning reasons for not registering

If the student insists that he registered but the Selective Service web site disagrees, the student will need to provide documentation of the attempt to register, such as a photocopy of the registration form. Occasionally the Selective Service database will have the student's information recorded under a different date of birth or social security number. This can happen when there are digit transpositions in the social security number, or the month and day are swapped. The Administrative Entity will request a copy of the individual's social security card and birth certificate, and then call Selective Service to ask for a name search.

18th Birthday

If a male is under the age of 18 and becomes a participant, he needs to register with the Selective Service within 30 days of his 18th birthday. If the applicant is a male who is at least 17 years and 3 months old, he may complete the Selective Service System Online Registration Form to submit his registration information early. The information will be held on file and processed automatically when the youth is within 30 days of his 18th birthday, at which time he will be mailed a confirmation.

Documentation

For non-registered males seeking an override, Career Planner's must gather the following:

- Request for Status Information Letter;
- Individual's signed statement (Ensure statement is as detailed as possible); and
- Any supporting documentation/proof.

Submit the request to the Administrative Entity, ndol.greaternebraska@nebraska.gov. A response will be provided within seven business days. If the request is approved all documentation and the approval must be scanned into ECM indexed under *Selective Service Records.*

Selective Service verification must be included in the participant's file, if applicable, indexed under *Selective Service Records*. Online verification can be searched and printed at www.sss.gov > Verify or Update Registration > Verify Now.

Note that a request for approval can be made to ndol.greaternebraska@nebraska.gov prior to receiving the Status Information Letter. Once the Status Information Letter is received, scan the letter into ECM.

Income Guidelines

The income guidelines are issued yearly and utilized to determine whether youth and adults are low-income individuals as defined by WIOA for purposes of program eligibility. The administrative entity will provide the updated guidelines each year.

The income guidelines are established by the U.S. Department of Labor and the State has the option of using the higher of the Lower Living Standard Income Level or the Poverty Level Guidelines. These standards can be found at [Lower Living Standard Income Level Guidelines | U.S. Department of Labor (dol.gov)].

The Income calculator spreadsheet can be found under the Manual section of the Internet -> Section 2 -> Eligibility Tools -> Income Calculator.

To Calculate the Annual Family Income for an Adult or Youth:

Add the total of gross wages of all paystubs for the previous 6-month period prior to application date. Example: Application date is 6/21/2019, the six-month period would be 12/21/2018-6/21/2019. Multiply the six-month total X 2 for the annual total. If they did not work in the previous six months, the income will be $0. If there are multiple family members working in the household, do this for each member and combine the total.

A client's income must be documented in NEworks and supporting documentation scanned into ECM, if enrolling an individual in the youth or adult program as a low-income individual.

If an individual does not have paystubs for the 6-month period, income can be calculated using a **MINIMUM** of 2 paystubs. See calculation methods listed under 'To Calculate the Annual Family Income from 2 Paystubs for a DLW'.

To Calculate the Annual Family Income from 2 Paystubs for a DLW:

Determine the frequency of pay for the paystub being used:

- Monthly
- Twice per Month (2 set days each month, i.e, 1st & 15th, 5th & 25th)
- Bi-Weekly (every two weeks)
- Weekly

- Monthly

        - Multiply the gross amount of the paystub x 12 for annual total.
            - Example: Gross Check = $2,000
            - $2,000 x 12 = $24,000 annual income

    - Twice per Month
        - Multiply the gross amount of the paystub x 2, then by 12 for annual total.
            - Example: Gross Check = $1,200
            - $1,200 x 2 = $2,400 x 12 = $28,800 annual income

    - Bi-Weekly
        - Multiply the gross amount of the paystub x 2.15, then x 12 for annual total.
            - Example: Gross Check = $1,100
            - $1,100 x 2.15 = $2,365 x 12 = $28,380 annual income
    - Weekly
        - Multiply the gross amount of the paystub x 4.3, then by 12 for annual total.
            - Example: Gross Check = $500
            - $500 x 4.3 = $2,150 x 12 = $25,800 annual income

If they did not work in the previous six months, the income will be $0.

If there are multiple family members working in the household, do this for each member and combine the total.

Exclude from Income:

- Veteran's benefits including:
    - any amounts received as military pay or allowances by any person who served on active duty;
    - any amounts received by a Veteran or eligible spouses of Veterans, under 38 USC:
        - Chapter 30 for wartime disability or death compensation;
        - Chapter 30 for peacetime disability or death compensation;
        - Chapter 13 for service-connected deaths;
        - Chapter 30 for educational assistance;
        - Chapter 31 for training and rehabilitation for Veterans with service-connected disabilities;
        - Chapter 32 for Post-Vietnam Era Veterans' education assistance; and
        - Chapter 35 for survivors' and dependents' educational assistance;
    - any amounts received by a Veteran or eligible spouse of a Veteran under 10 USC Chapter 106 for educational assistance for members of the selected reserve; and
    - any amounts received by transitioning service members;

- TANF;
- Reduced price lunches under the Richard B. Russel National School Lunch Act;
- Foster child payments; and
- Payments made to individuals participating in programs authorized under WIOA Title I.

There are no other income exclusions. For the avoidance of doubt, all other types of payments made to individuals are considered income when determining low-income eligibility, including:

- Unemployment insurance benefits;
- Disability payments;
- Child support payments; and
- Payments made by the Nebraska Department of Health and Human Services for Assistance to the Aged, Blind or Disabled (AABD).

Co-enrollment

Co-enrollments with partner programs are highly encourage when participants qualify for multiple programs as they provide participants access to a wider array of available resources and support a customer-centered design that allows programs to leverage resources for participants who are eligible for, and need, multiple services that cross program lines.

Career planners must identify and track the funding streams covering specific services when a participant is enrolled in multiple programs concurrently and ensure that services are not duplicated.

A strategy must be developed in coordination with the partner program including:

1. **Referrals to Provider**
   - Utilize the Referral to Service Provider in NEworks
   - Document other referral methods to workforce partners in case notes
2. **Primary and secondary participant case managers.**
   - The primary case manager will take the lead with the participant. They will make contact and maintain communication with the participant.
   - The secondary case manager will support the participant's program participation by providing services, but they most likely will not maintain constant contact with the participant.
3. **Responsibilities of the primary and secondary case managers.**
   - Both programs must provide services to the participant for co-enrollment to occur. These services must be coordinated by the program staff and must be recorded in NEworks case notes.
   - At a minimum, the primary case manager will maintain contact with the participant, as well as record and document information related to their work with the participant.

- The secondary case manager will also provide program services to the participant. The program services can be provided indirectly and should be coordinated with the primary case manager.

4. **Leverage resources to ensure no duplication of services.**
    - Determine specific services each program will fund/provide.
5. **Determining a participant's completion for each program.**
    - When the participant is no longer in need of services with either the workforce partner or with WIOA.
    - Communication and appropriate documentation including case notes and IEP closure needs to occur for both programs to agree on completion.
    - The primary case manager creates the case closure.

Example Co-enrollments

Eligible individuals who are 18 through 21 years old may participate in adult and in-school youth programs concurrently. Such individuals must be eligible under both programs. The benefit to the participant would be the in-school youth program could assist them with a work experience and the adult program could assist them in attending school.

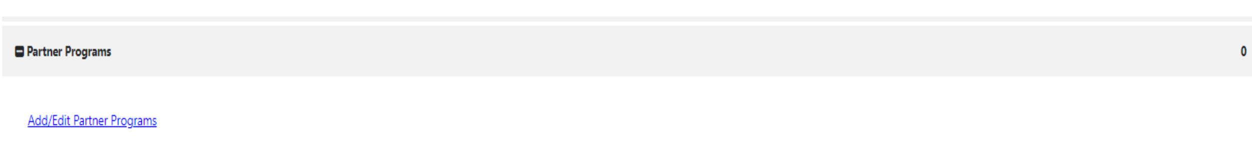
When a participant is Trade eligible, the Trade program "trumps" all other programs. However, the Trade program cannot pay for supportive services that aren't a part of the training program the participant is attending. Trade can pay for the training and WIOA could cover any necessary supportive services.

Required Action

Career planners must document the co-enrollment in the participant's file.

Complete the Partner Program tab of the WIOA application: Expand the WIOA application > Expand the Partner Programs tab > Select Add/Edit Partner Programs > Complete the tab and save.

Include any programs the participant is co-enrolled in. Case note the co-enrollment and what program plan to cover what costs.



When the participant is receiving services paid for by another program, career planners must still open the activity as normal. When selecting the provider, the career planner will select the program providing the service and case note if another program is paying for that service.

Example: Joe is co-enrolled with Health and Human Services (HHS). HHS is paying for Joe's OST. WIOA is paying for his mileage reimbursement while attending school. Joe will have both a 312 and 181 activity open. HHS will be listed as the service provider for the training, DOL will be listed as the provider for the transportation assistance. Open an IEP objective to align with each activity. Case note the co-enrollment and the assistance each program is providing.

Example: Sam is co-enrolled with Proteus. WIOA is assisting Sam with an OJT and Proteus is covering the cost of his required boots and uniform. The career planner will open the 301 and select the employer as the service provider. The career planner will also open the 185 and select Proteus as the provider. Open an IEP objective to align with both activities. Case note the co-enrollment and the assistance each program is providing.

If the participant is receiving services paid for by another program utilizing the WIOA application (Example: TET), career planners must open the 300 activity under the TET program and open a 312 activity under the WIOA program on the day the OST begins for the duration of the training.

Whichever program has the fundable training activity open (OJT or OST), that career planner is responsible for the following:

- Cost of Attendance
- Vouchers
- Service Authorization
- Budget (semester basis)
- Measurable skill gains (semester basis)
- Credentials (if received during this time frame)

It's important to keep co-enrollments as simple as possible on the participant. They don't care that their tuition is being paid by one grant vs. another grant nor do they want to have to communicate with additional career planners. PLEASE make sure staff are communicating with each other to collect documentation, gather information, etc. from the participant.

Example Case Note

Partner Program (case note title): Participant is co-enrolled with Proteus. WIOA will be paying for their OJT at John Deere. Proteus is assisting the Participant with the required uniform and boots.

SECTION 4:

SECTION 5:

SECTION 6: Career Services for Adult & Dislocated Workers

Career Services for Adult & Dislocated Workers

There are three types of career services available to adult and dislocated workers (DLW) including basic career services, individualized career services, and follow-up services.

Basic Career Services

Basic career services are universally accessible to all individuals seeking employment and training services. There is no criteria to be met for an individual to receive these services.

Determinations of whether the individual is eligible to receive assistance from adult, dislocated workers, and youth programs

This includes a referral to the local WIOA career planner to complete an eligibility determination.

Required Action

After receiving a referral, career planners will provide an assessment to determine program eligibility.

When an eligibility determination is completed, case note a summary of the conversation/ meeting, if the individual will qualify for WIOA, and next steps.

Outreach, intake, and orientation of information and other services available through the one-stop delivery system

Recruitment is a collaborative effort between the career planner, regional managers, one-stop operator, and other local area staff. Recruitment methods include but are not limited to: presentations at interagency and community group meetings, partner referrals, local chambers and economic development agencies, and referrals from walk-in traffic at the job centers.

Educational materials are available to assist in recruitment efforts. Visit dol.nebraska.gov > WIOA > Local Workforce Development Areas > Local & Regional Plan Documents > Operations Manual & Forms.

Intake and orientation of information and other services may consist of meeting with an individual to discuss their employment needs or can be provided during outreach. During this meeting you can provide information and/ or referrals to partner programs that may be of assistance to the individual.

Required Action

Career planners will provide outreach through a variety of methods, listed above. They will provide individuals information on the WIOA program as well as partners programs the individuals may qualify for.

If outreach is provided to individuals registered on NEworks, case note the outreach and any next steps, if applicable.

Job search assistance and placement

Job search assistance and placement will vary in intensity and duration based on the participant's individual needs. Job search assistance may include, but is not limited to, providing referrals, assistance completing/ submitting job applications, outreach to employers to provide information on the OJT program, job coaching, etc.

Job Coaching Best Practices

- Plan for emergencies. Consider the first month of work as a possibility of high need and prioritize what the participant should do if something unfavorable happens.
- Walk through the employer's expectations of the employee.
- Provide tips on how to get along with coworkers if the participant is new to the workforce.
- Consider mentors and job coaches, where appropriate.

Out of Area Job Search/ Relocation

Supportive service funds may be utilized for out of area job interviews and relocation for suitable employment out of the participant's commuting area. The participant must have a bona fide job interview scheduled and verified by the career planner. Supportive services must be arranged and approved prior to the interview.

Required Action

Opening the NEworks Activity

If job search assistance is requested, career planners must open the NEworks activity on the date the participant begins job searching or receiving job search assistance from WIOA. Follow the Opening an NEworks Activity procedures in Section 4 Documentation of this manual. Case note the services provided and open a corresponding IEP/ISS objective.

For out of area job search/ relocation assistance the career planner must approve the funding prior to the interview including completion of an approved SA and NEworks voucher. The SA and NEworks voucher will be funded by supportive service funds.

NEworks Codes & Service, Course or Contract Name		
125	Job Search and Placement Assistance	Job Search/ Placement Assistance
217	Out-of-Area Job Search/ Relocation Assistance	

Closing the NEworks Activity

Close the activity and IEP objective on the day the participant begins their employment. Follow the Closing an NEworks Activity procedures in Section 4 Documentation of this manual. Open a basic or individualized career service for one month to ensure the participant is satisfied with their employment and will no longer need WIOA services. If the participant is satisfied with their employment, complete the NEworks Case Closure process in Section 17 Case Closure of this manual. If they are not satisfied with their employment or still need WIOA assistance, continue providing services.

Resume assistance

Resume assistance and placement will vary in intensity and duration based on the participant's individual needs. Resume assistance may include, but is not limited to, assisting the participant in creating a resume or cover letter, writing a letter of explanation or intent, job matching a resume, etc.

Required Action

Opening the NEworks Activity

If resume assistance is requested, career planners must open the NEworks activity on the date they provide the resume assistance. Follow the Opening an NEworks Activity procedures in Section 4 Documentation of this manual. Case note the services provided.

NEworks Codes & Service, Course or Contract Name		
115	Resume Preparation Assistance	Resume Preparation Assistance

Closing the NEworks Activity

Close the activity on the same day it is opened. Follow the Closing an NEworks Activity procedures in Section 4 Documentation of this manual.

Labor market information

Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services.

Career counseling, which provides labor market and employment information, is provided by career planners. Through partnership with the Office of Labor Market Information, we have access to updated and historical labor market information (LMI) for our local area and state.

An LMI navigation training can be requested by contacting the administrative entity.

Required Action

Opening the NEworks Activity

If LMI is needed, open the corresponding NEworks activity and IEP objective on the date the participant receives the services. Follow the Opening an NEworks Activity procedures in Section 4 Documentation of this manual. Case note the services provided.

NEworks Code & Service, Course or Contract Name		
107	Provision of Workforce and Labor Market Information	Provision of Labor Market Research

Closing the NEworks Activity

Close the activity and IEP objective when LMI will no longer be provided. Follow the Closing an NEworks Activity procedures in Section 4 Documentation of this manual.

Assessment of skills

NEworks Assessments

The NEworks assessments are utilized to assist participants and career planners in determining careers that will match the participant's skills, interests, and values.

The assessments can be accessed by the participant by logging into their NEworks account > Career Services > Career Explorer > select each assessment.

Required Action

Each participant must complete the NEworks Assessments including the 'match your skills' (job and personal), and 'match your work values' assessments.

The only participant's not required to complete the NEworks assessments are reverse referral OJT participants.

Referrals to partner programs

Referrals to partner programs are an imperative service as WIOA is last resort funding. If there is another program, grant, or scholarship that can fund necessary services, they must be exhausted first. It may be applicable to cost share with other service providers.

Required Action

Opening the NEworks Activity

If a referral may be of benefit to the participant, open the corresponding NEworks activity on the date the participant receives the referral. Follow the Opening an NEworks Activity procedures in Section 4 Documentation. Case note the referral provided.

NEworks Codes & Service, Course or Contract Name		
206	Referral to Apprenticeship	
207	Referral to Job Corps	
208	Referral to Other Federal (Non-WIOA) Training	
209	Referral to State/Local Training	
210	Referral to Educational Services	

F01	Referral to Community Resources (Use during follow up only)	
F02	Referral to Medical Services (Use during follow up only)	

Closing the NEworks Activity

Close the activity the same day it is opened. Follow the Closing an NEworks Activity procedures in Section 4 Documentation of this manual.

Eligible Training Provider program performance and cost information

Participants interested in training should be provided information on the Eligible Training Provider list (ETPL). The ETPL provides detailed information on the estimated program cost and performance to assist participants in selecting a career path. WIOA can only assist individuals with training if the provider and program are both listed on the ETPL. Many providers have numerous locations.

Note: if the program is not listed with the correct location you CANNOT assist the participant in paying for that program. You can email the administrative entity or the ETPL contact for that provider and ask the location be included on the list for that specific program. For providers already on the ETPL, this is a simple process they can complete in NEworks.

If a participant is interested in a training program not listed on the ETPL and the program is an H3 career, you can reach out to the provider to provide them information on the ETPL and the process to apply, which can be located here.

Required Action

Opening the NEworks Activity

If ETPL information is requested, open the corresponding NEworks activity on the day the information is provided and case note the service provided. Follow the Opening an NEworks Activity procedures in Section 4 Documentation of this manual.

NEworks Code & Service, Course or Contract Name		
103	Provision of Eligible Provider Performance and Program Cost	Information on Training Providers, Performance Outcomes

Closing the NEworks Activity

Close the activity the same day it is opened. Follow the Closing an NEworks Activity procedures in Section 4 Documentation of this manual.

Information and assistance for filing unemployment claims

Career planners are not unemployment specialist and must not answer any questions concerning a participant's unemployment (UI) eligibility or benefit amount. Career planners should provide meaningful UI assistance, which may include, but is not limited to, directing participant's to the UI section of NEworks, assisting in activating/ creating their resume, and providing the step-by-step claim instructions located here.

More information on meaningful assistance is located in TEGL 19-16 beginning on page four, Career Services Provided by ES staff.

Career planners may also provide participants a letter to attach with their Approved Training Program application. The application and program details can be located here. The letter should be on Department of Labor letterhead and include the participant's name, most recent work experience, education program, and begin and projected end dates. A sample letter can be found here.

Required Action

Opening the NEworks Activity

If unemployment assistance is requested, open the corresponding NEworks activity on the day the assistance is provided and case note the service provided. Follow the Opening an NEworks Activity procedures in Section 4 Documentation of this manual.

NEworks Code & Service, Course or Contract Name		
105	Unemployment Compensation Claim Assistance	

Closing the NEworks Activity

Close the activity the same day they it is opened. Follow the Closing an NEworks Activity procedures in Section 4 Documentation of this manual.

Local area performance accountability measures

Participants can be provided an overview of local area performance accountability measures to give them a better understanding of the WIOA program and how we are held accountable as a local area. Information on local area performance can be found in Section 20 Performance.

Required Action

Opening the NEworks Activity

If performance information is requested, open the corresponding NEworks activity on the date the information is provided and case note the service provided. Follow the Opening an NEworks Activity procedures in Section 4 Documentation of this manual.

NEworks Code & Service, Course or Contract Name		
108	Provision of Local Area Performance Information	Information on Training Providers, Performance Outcomes

Closing the NEworks Activity

Close the activity the same day it is opened. Follow the Closing an NEworks Activity procedures in Section 4 Documentation of this manual.

Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA

WIOA can only fund education programs listed on the ETP list. However, career planners must assist participants in applying for programs not on the ETP list if requested. Career planners must also assist participants in applying for other grants or scholarships that the participant may qualify for to assist in paying for the program costs.

Required Action

Opening the NEworks Activity

If assistance is requested, open the corresponding NEworks activity on the date the assistance is provided and case note the service provided. Follow the Opening an NEworks Activity procedures in Section 4 Documentation of this manual.

NEworks Code & Service, Course or Contract Name		
109	Assistance with Financial Aid Eligibility For Non-WIOA Program	

Closing the NEworks Activity

Close the activity the same day it is opened. Follow the Closing an NEworks Activity procedures in Section 4 Documentation of this manual.

Individualized Career Services

Individualized career services must be made available to individuals enrolled in the adult or DLW programs.

Determination of Need for Individualized Career Services

A determination of need for individualized career services must be conducted on each eligible client before they can receive such services. Information for the determination of need case note will be gathered by completing the initial assessment to discuss the participant's needs, barriers, eligibility, etc., the NEworks assessments, and the objective assessment summary (OAS). The determination of need case note will be based on the information gathered through these assessments.

Example Case Note:

DON- Individualized Career Services (case note title): Conducted an objective assessment summary on Jessica and the results will be utilized in the development of an IEP strategy. Jessica completed the initial assessment and I have determined Jessica to be in need of individualized career services based on the following information: Jessica is currently not working and has been unemployed since her layoff on February 12, 2019. Her highest level of education is a high school diploma. She is homeless and currently residing at the shelter.

The first two sentences will be included in every DON- Individualized Career Service case note you complete. The rest of the case note will include a summary of the skills, needs, and barriers of the participant discovered while completing the OAS.

The procedures for Determination of Need for Individualized Career Services does not apply to youth participants.

Required Action

Each participant must have a DON-Individualized case note entered, the same day the OAS is completed.

Comprehensive skills assessments

Objective Assessment Summary

An objective assessment (OAS) will be conducted on each participant upon enrollment in WIOA, to provide preliminary information regarding the individual's basic skills, abilities, aptitudes, interests, experience, supportive service needs, and program sustainability.

The information collected by the objective assessment will be utilized to establish objective and attainable employment goals and strategies and to determine if the participant has the ability, aptitude, or motivation to enter and successfully complete a program of training.

Additional comprehensive and specialized assessments of skill levels and service needs may be made to include use of other specialized assessment tools, and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.
The information collected through the objective and other assessments will be used by the career planner and participant to develop employment plans and establish employment goals.

Required Action

Opening the NEworks Activity

The objective assessment summary is required to be completed within 10 days of participation. Career planners must open the OAS on the same day the DON- Individualized Career Services case note is entered and open the corresponding NEworks activity. Follow the Opening an NEworks Activity procedures in Section 4 Documentation of this manual. All objective assessment questions must be addressed. Indicate in the comment boxes where the participant is determined to not be work ready.

If a prior objective assessment was completed in its entirety within the last six months, you may use it. If it is not complete, accurate, or opened later than six months you must complete a new OAS.

The OAS is located on NEworks, expand *Staff Profiles* > expand *Case Management Profile* > select *Plan* > *Objective Assessment Summary*.

NEworks Code & Service, Course or Contract Name		
203	Comprehensive and Specialized Assessments	Assessment/IEP

Closing the NEworks Activity

The NEworks activity must be closed the same day the participant signs the OAS. The OAS must be printed, signed, and uploaded to ECM indexed under *Assessments*. Follow the Closing an NEworks Activity procedures in Section 4 Documentation of this manual.

Developing an Individual Employment Plan (IEP)

The individual employment plan is a service strategy developed to assist adults and dislocated workers who are determined eligible to meet their employment goals. The adult and DLW plan is referred to as the Individual Employment Plan (IEP). For youth the plan is called the Individual Service Strategy (ISS).

The plan is jointly developed between the participant and career planner and must identify the individual services the client will require to enable him or her to become successfully employed. It will describe appropriate achievement goals and objectives so career planners are able to measure the client's progress. This effort will assist in making decisions toward successful client employment.

An individual employment plan is a living plan that is comprised of goals and objectives that corresponds to the WIOA activities in NEworks. Any progress attained should be included in the objective with the date the progress or communication was made.

Example

The career planner opened a supportive service objective for the participant to purchase boots. The career planner would document when the SA was sent to the vendor or the client was aware they could purchase the boots. After the participant purchased the boots, the career planner would document the date the participant purchased the boots and that the client provided them a copy of the receipt or will provide a copy.

Employment Plan Elements

Goal: List the participant's selected employment goal.

Examples

- To obtain full time employment as a Medical Assistant.
- To obtain full time employment as an Automotive Technician.

Objective: The objective tab is made up of any services provided to the participant and steps the participant must take to meet their employment goal.

Examples

- The participant's goal is to complete training and obtain employment as a nurse. The career planner would open an objective to complete their education, any supportive services provided, updating their resume, etc.
- The participant is job searching. The career planner would open a job search objective, any supportive services provided, job readiness services, etc.

Best Practices

- Engage participant during every step of the process when building the plan to get the commitment and ownership of the participant. She or he must make the decisions for their life.
- Help the participant believe they can change and things can get better.
- Help participant identify what they want to accomplish (goal setting).
- The plan states what the participant shall do and what the career planner shall do.
- Identify the skills that need to be developed so that the participant is able to not only get employment, but also keep the job.
- Make participant aware of help and resources that are available. Be sure and consider partner resources.
- Any service provided or steps the participant takes toward their employment goal should coincide with an IEP objective.
- Utilize the SMART (Specific, Measurable, Attainable, Relevant, Trackable) method to create specific, concrete goals and objectives.
- There are three different timelines to choose from when opening an employment goal or objective:
  - Short term- 6 months or less
  - Intermediate term- 6 months- 1 year
  - Long term- 1 year or longer

Examples

Aaron will complete his Associate's Degree at Weber State University by May of 2014. He will provide a copy of his mid-term and end of semester grades within two weeks following the completion of each. Aaron must maintain a 2.0 GPA. Upon completing his degree, Aaron will provide a copy of his Associate's Degree to his employment counselor within two weeks of receipt. Aaron will provide receipts for all book and supply purchases within 30 days of purchase.

Jan needs steel-toe boots in order to complete her OJT. Jan will purchase boots and provide a receipt within 30 days of purchase.

Required Action

Every participant is required to have an active IEP during their program participation. Any service or steps toward the participant's employment goals should be included in their IEP. Any activity the WIOA program is supporting/ funding must be included in the plan. The IEP must include at least one goal and one objective during participation.

Opening the NEworks Activity & IEP

The IEP is required to be completed within 10 days of participation. Career planners must open the IEP and corresponding NEworks activity after or at the same time the OAS is opened. Follow the Opening an NEworks Activity and Opening an IEP/ISS procedures in Section 4 Documentation of this manual.

If a prior IEP was completed in its entirety within the last six months, you may use it. If it is not complete, accurate, or opened later than six months you must complete a new IEP.

The IEP is located on NEworks, expand *Staff Profiles* > expand *Case Management Profile* > select *Plan* > *Individual Employment Plan/ Service Strategy*.

NEworks Code & Service, Course or Contract Name		
205	Development of IEP/ISS	Assessment/ IEP

Closing the NEworks Activity & IEP

The NEworks activity must be closed the day the participant signs the IEP. The IEP must be printed, signed, and upload to ECM indexed under *Individual Employment Plan*. Follow the Closing an NEworks Activity and Closing the IEP/ISS procedures in Section 4 Documentation of this manual.

Counseling (group or individual) and mentoring

Counseling is a service strategy tailored to the participant's individual need and can be provided in an individual or group setting. Counseling can be provided by the career planner or a partner program. Counseling assists the participant in achieving their goals and gain a greater insight into their strengths and weaknesses.

There are three primary goals when providing counseling including:

1. **Motivational:** Participant involvement in the goal setting process can motivate them to accomplish their goals.
2. **Educative:** Setting goals helps participants clarify and target problem behaviors or issues they want to work on and develop realistic, attainable solutions.
3. **Evaluative:** Setting goals enables the participant and career planner to evaluate progress toward their goals.

Counseling may include drug and alcohol abuse counseling, workplace counseling, financial planning, mental health, etc.

Best Practices

- Listening (most critical). Try to build a relationship with participant to build trust.
- Ask questions that cause participants to think and make their own decisions.
- Confront. Try to get participants to see what they are doing that is not working for them. Focus on behaviors. Ask for the participant's permission to discuss issues that may be

standing in the way of their success in reaching goals. Once the permission is given, then deal with uncomfortable issues.
- Self-disclosure is not recommended. Everyone believes their experience is unique and the focus should be on the participant's story.
- Summarize what has been communicated.
- Teach problem solving. If participants learn to solve problems by themselves, they will be able to overcome obstacles when the career planner is not there. When faced with a problem, they need to learn to consider options, the downsides of each option, and then make a choice.

The Nebraska Department of Health and Human Services, Division of Behavioral Health: Community-Based Services maintains a resource guide on their website: http://dhhs.ne.gov to assist in making referrals.

- Nebraska Network of Care for Behavioral Health
- 211 - The Nebraska Human Services Information Line
- The Nebraska Family Helpline - 1-888-866-8660
- Answers 4 Families

Required Action

Opening the NEworks Activity

If assistance is requested, open the corresponding NEworks activity and IEP objective on the first date services are provided. Follow the Opening an NEworks Activity procedures in Section 4 Documentation of this manual. Case note the service provided.

NEworks Code & Service, Course or Contract Name		
138	Career Counseling	Career Counseling
200	Individual Counseling	Individual Counseling
201	Group Counseling	Comprehensive Guidance and Counseling

Closing the NEworks Activity

Close the activity and IEP objective on the last day the services are provided. Follow the Closing an NEworks Activity procedures in Section 4 Documentation of this manual.

Career planning

Career planning is an ongoing process available to assist participant in exploring their interests and abilities, creating learning and action plans, setting career goals, etc. Career planning provides direction and makes the participant aware of their current strengths, weaknesses, and skills and what is required for their career goal. Career planning should be tailored to the participant's individual need.

Required Action

Opening the NEworks Activity

If assistance is requested, open the corresponding NEworks activity and IEP objective on the first date services are provided. Follow the Opening an NEworks Activity procedures in Section 4 Documentation of this manual. Case note the service provided.

NEworks Code & Service, Course or Contract Name		
202	Career Planning	Comprehensive Guidance and Counseling

Closing the NEworks Activity

Close the activity and IEP objective on the last day the services are provided. Follow the Closing an NEworks Activity procedures in Section 4 Documentation of this manual.

Short-term pre-vocational services (including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct)

Short-term pre-vocational services, also known as soft skills, is a valuable service to assist participants in obtaining the skills necessary to succeed in the workplace setting.

Soft skills are the interpersonal attributes an individual needs to succeed in the workplace and include, but are not limited to:

- **Communication skills:** listening, negotiation, verbal, public speaking
- **Critical thinking:** desire to learn, problem solving, critical observation
- **Positive attitude:** friendliness, honesty, respectfulness
- **Teamwork:** social skills, empathy, accepting feedback
- **Work ethic:** motivation, punctuality, scheduling, time management
- **Personal maintenance:** hygiene, following dress code guidelines

Required Action

Opening the NEworks Activity

If short-term pre-vocational skills are requested, open the corresponding NEworks activity and IEP objective on the first date services are provided. Follow the Opening an NEworks Activity procedures in Section 4 Documentation of this manual. Case note the service provided.

NEworks Code & Service, Course or Contract Name		
215	Short-Term Prevocational Services	

Closing the NEworks Activity

Close the activity and IEP objective on the last day the services are provided. Follow the Closing an NEworks Activity procedures in Section 4 Documentation of this manual.

Internships and work experiences

A work experience or internship may be a paid or unpaid service strategy. Work experiences and internships will be in positions that correspond with the participant's employment goals.

Work experience/internships are a short-term work assignment with a worksite partner designed to enhance employability of the participant through development of good work habits and basic work skills. This strategy assists the participant in gaining work experience. Worksite partners may be in the public, private, or non-profit sectors.

Required Action

Opening the NEworks Activity

If a work experience or internship is requested, open the corresponding NEworks activity and IEP objective on the start date of the internship. Case note the service provided.

NEworks Codes & Service, Course or Contract Name		
21A	WEX- Internship Unpaid	
21C	WEX- Work Experience Unpaid	
218	WEX- Internship Paid	
219	WEX- Work Experience Paid	

Closing the NEworks Activity

Close the activity and IEP objective on the last day the participant attends the internship. Follow the Closing an NEworks Activity procedures in Section 4 Documentation of this manual.

Transitional Jobs

Transitional jobs are a paid service strategy focused on individuals with high barriers to employment. Similar to work experiences and internships, transitional jobs are short-term work assignments in positions that correspond with the participant's employment goals.

Career Planners should evaluate the circumstances of each individual to determine if a transitional job is a better fit than work experience or internship. Transitional jobs differ from work experience and internships due to limits on funds and duration and are only available to individuals meeting the barrier definitions outlined in policy. Transitional jobs may be up to 40 hours per week, but may not exceed 500 hours or 26 weeks, whichever comes first.

Required Action

Opening the NEworks Activity

If a transitional job is requested, open the corresponding NEworks activity and IEP objective on the start date of the internship. Case note the service provided.

NEworks Codes & Service, Course or Contract Name		
21B	WEX- Transitional Jobs	

Closing the NEworks Activity

Close the activity and IEP objective on the last day the participant attends the internship. Follow the Closing an NEworks Activity procedures in Section 4 Documentation of this manual.

Workforce preparation (basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in utilizing resources, using information, working with others, understanding systems, and obtaining skills necessary for successful transition into and completion of postsecondary education, or training, or employment)

Workforce preparation activities are activities designed to help the participant acquire a combination of basic academic skills, critical thinking skills, digital literacy (technology) skills, and self-management skills, including competencies in:

- Utilizing resources
- Using information
- Working with others
- Understanding systems
- Skills necessary for successful transition into and completion of postsecondary education, training, or employment
- Other employability skills that increase an individual's preparation for the workforce

Required Action

If workforce preparation is necessary, open the corresponding NEworks activity and IEP objective on the first date services are provided. Follow the Opening an NEworks Activity procedures in Section 4 Documentation of this manual. Case note the service provided.

NEworks Code & Service, Course or Contract Name		
220	Workforce Preparation	

Closing the NEworks Activity

Close the activity and IEP objective on the last day services are provided. Follow the Closing an NEworks Activity procedures in Section 4 Documentation of this manual.

Financial literacy

Financial literacy education supports the ability of participants to create budgets, initiate checking and savings accounts at banks, encourage savings, understand their paycheck and employment paperwork, learn how to effectively manage spending, credit, and debt, and make informed financial decisions. Other sources which may be available in your area can be utilized, or the below resources can be used.

FDIC: Money Smart is a free service. Visit: https://www.fdic.gov for more information. This curriculum should accompany the opening of a checking account for the participant.

Living Wage Calculator is available for free. It assists individuals, determine a local wage rate that allows individuals to meet minimum standards of living.

EducationQuest Reality Check is a free resource. Reality check allows individuals to enter their current expenses or desired lifestyle expense and matches them with careers that will allow the individual to afford their desired lifestyle.

Required Action

Opening the NEworks Activity

If financial literacy education is needed, provide any necessary referrals or assist the participant in registering in the program. Open the corresponding NEworks activity and IEP objective on the first date services are provided. Follow the Opening an NEworks Activity procedures in Section 4 Documentation of this manual. Case note the services provided, referrals made, partner programs, etc.

NEworks Codes & Service, Course or Contract Name		
213	Financial Literacy	

Closing the NEworks Activity

Close the activity and IEP objective on the last day the services are provided. Follow the Closing an NEworks Activity procedures in Section 4 Documentation of this manual.

English language acquisition and integration education

English language acquisition programs are programs of instruction designed to help eligible individuals who are English language learners (ELL) achieve competence in reading, writing, speaking, and comprehension of the English language; and that leads to attainment of the secondary school diploma or its recognized equivalent.

English language learner (ELL) is defined as an adult or OSY who has limited ability in speaking, reading, writing, or understanding the English language, and whose native language is a language other than English, or who lives in a family or community environment where a language other than English is the dominant language.

Participants seeking English language acquisition services should be referred to one of the following **Adult Education Partners**:

Grand Island Central Community College 308-398-7433 jessicaigo@cccneb.edu	**Hastings** Central Community College 308-463-7323 annecannon@cccneb.edu
Kearney Central Community College 308-338-4009 lvolpe@cccneb.edu	**Norfolk** Northeast Community College 402-844-7253 adulteducation@northeast.edu
Fremont Metropolitan Community College 531-622-4060 awhitfield@mccneb.edu	**Columbus** Central Community College 402-562-1432 marywiegand@cccneb.edu
Beatrice Southeast Community College 402-437-2719 lsaffer@southeast.edu	**Nebraska City** Southeast Community College 402-437-2719 lsaffer@southeast.edu
York Southeast Community College 402-437-2719 lsaffer@southeast.edu	**South Sioux City** Northeast Community College 402-844-7253 adulteducation@northeast.edu
Sidney Western Nebraska Community College 308-635-6769 adulteducation@wncc.edu	**Scottsbluff** Western Nebraska Community College 308-635-6769 adulteducation@wncc.edu
North Platte Mid-Plains Community College 308-535-3637 rankin@mpcc.edu	**Lexington** Central Community College 308-324-8483 mhersh@cccneb.edu
Alliance Western Nebraska Community College 308-635-6769 adulteducation@wncc.edu	**McCook** Mid-Plains Community College 308-345-8133 vrbass@mpcc.edu

Required Action

Opening the NEworks Activity

If assistance is requested, open the corresponding NEworks activity and IEP objective on the first date services are provided. Follow the Opening an NEworks Activity procedures in Section 4 Documentation of this manual. Case note the service provided.

NEworks Code & Service, Course or Contract Name		
222	English Language Acquisition	

Closing the NEworks Activity

Close the activity and IEP objective on the last day the services are provided. Follow the Closing an NEworks Activity procedures in Section 4 Documentation of this manual.

SECTION 7: Occupational Skills Training (OST)

Occupational Skills Training (OST)

Occupational skills training is an organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate, or advanced levels. Occupational skills training is available to adult, dislocated worker (DLW), and out-of-school youth (OSY) participants.

Occupational skills training must:

- Be outcome-oriented and focused on an occupational goal specified in the participant's IEP/ISS;
- Be of sufficient duration to impart the skills needed to meet the occupational goal; and
- Lead to the attainment of a recognized postsecondary credential.

Training may be provided only to participants who have been determined unable to obtain or retain permanent employment at self-sufficient wages and have been assessed and found to have the necessary skills to complete training in accordance with their employment plan. Participants must have a high school diploma or GED prior to being placed in an OST. Participants who do not have a high school diploma or GED prior to the commencement of training must participate in Adult Education and Literacy Activities in combination with their OST.

Consumer Choice

Training services must be provided in a manner that maximizes informed consumer choice in a participant's selection of an eligible training provider (ETP). The requirements for consumer choice are listed below.

1. The local board, through the one-stop center, has made the ETP list available to customers via NEworks.
2. An individual who has been determined eligible for training services may select a program from the ETP list after consultation with a career planner.
3. Consultation with a career planner must include:
   a. either an interview, evaluation, or assessment and career planning informed by local labor market information and training provider performance information;
   b. appraisal of the participant's need for training services based on an interview, evaluation, or assessment and career planning informed by local labor market information and training provider performance information or any other career service received; and
   c. documentation of the participant's need for training services in the participant's case file.
4. There is no requirement that career services be provided as a condition for receipt of

training services. However, if career services are not provided before training, the career planner must document the circumstances that justified the decision to provide training services without first providing the services described in item 3 above.

5. Unless the program has exhausted training funds for the program year, the career planner must refer the individual to the selected provider and establish an individual training account (ITA) for the individual to pay for training.

Nebraska's Eligible Training Provider List

OST can only be provided by eligible training providers with eligible programs. The complete list of approved programs can be found online at NEworks.nebraska.gov under the Education Services menu, look for ETPL Approved Programs.

The consultation requirement for training services requires that career planners discuss programs that are on the ETPL, not programs that may be added to the ETPL.

More information on the ETPL can be found in Section 6 Adult & DLW Career Services.

Individual Training Accounts (ITAs)

All OST programs must be funded by an ITA. ITAs funded by the youth program may be used for OSY (ages 16 through 24) only.

The youth program cannot fund ITAs for ISY. However, ISY between the ages of 18 and 21 may co-enroll in the adult program if the individual's needs, knowledge, skills, and interests align with the adult program, to receive training services through an Eligible Training Provider and under an ITA funded by the adult program.

Use of ITA funds for occupational skills training for ISY ages 14 through 17 is strictly prohibited.

The ITA must be printed, signed and scanned into ECM indexed under *WIOA Individual Training Account Voucher* within 10 days after the start of their training program.

Coordination of Services

OST is WIOA-funded only when assistance from other sources, agencies, or programs is not available. When WIOA funds supplement other sources of funding for training, the WIOA program must:

- along with training providers, coordinate funds made available for training;
- make funding arrangements with one-stop partners and other entities regarding participants who require assistance beyond that available under grant assistance from other sources; and
- consider the availability of other sources of grants to pay for training costs such as Temporary Assistance for Needy Families (TANF), training funds available from the State, Federal Pell Grants, and other funding sources.

Pell Grants

In the event a participant has been awarded a Pell Grant, the Pell Grant must be applied against the cost of the OST and any education fees the training provider charges to attend training before WIOA funds are utilized. If the participant has been awarded Pell Grant assistance for education-related expenses, the assistance must not be used to offset or reduce WIOA funding for the cost of OST and education fees.

If a participant's application for Pell Grant assistance is pending, the participant may enroll in occupational skills training and WIOA funds may be used to pay the costs of training, including any education fees, while the application is processing, subject to the following three requirements.

- The career planner must arrange with the training provider and participant for allocation of the Pell Grant should it be subsequently awarded.
- If the Pell Grant is subsequently awarded and:
  - **does** cover the cost of occupational skills training and required education fees to be paid during the Pell Grant award period, the training provider **must** reimburse the program for WIOA funds paid to the training provider using the full amount disbursed for the Pell Grant award period; or
  - **exceeds** the cost of the occupational skills training and required education fees to be paid during the Pell Grant award period, the training provider **must** reimburse the local youth program only for the amount paid to the training provider by the program, with the balance belonging solely to the participant.
- Pell Grant assistance disbursed on the participant's behalf for education-related expenses belongs solely to the participant and **must not** be used to offset or reduce WIOA funding for the cost of occupational skills training and education fees.

Training Limits

Limits for OST's

Short-Term Training	$2,500	The maximum allowed for training of six months or less is $2,500.
Short-Term Training – Commercial Driver's License	$5,500	The exception for short-term training is a maximum of $5,500 if it is for truck driver training to obtain a CDL license.
Occupational Skills Training	$8,000	The maximum cost allowed for training of more than six months is $8,000 with a time limitation requiring the client to complete the training program as a whole in 30 months or less. These limitations may be extended with

		the approval of the Administrative Entity.
Combination of OJT & OST	$9,000	When a combination of OJT and OST are used the maximum cost allowed for training is $9,000, not to exceed other set limits.

An individual may select training that costs more than the maximum amount available for ITAs under local policy when other sources of funds are available to supplement the ITA, such as Pell Grants and scholarships.

Youth Incentive

Youth program participants may receive monetary stipends as an incentive for recognition and achievement directly tied to this activity. See Section 14 Youth Incentives for more information.

Required Action

Required Documents

The following forms must to be signed by participants enrolled in an OST prior to the start of training. The forms are available at dol.nebraska.gov > Workforce Innovation Opportunity Act > Local Workforce Development Areas > Greater Nebraska > Local and Regional Plan Documents > Operations Manual & Forms

- FERPA (Release of Information FERPA)
- Memorandum for the Record (ITA Funds Agreement Memorandum for the Record)
- Student Orientation Agreement (Student Orientation Agreement)

*ECM Index

ETPL Approved training program and demand occupation must be verified and uploaded to ECM indexed under *School Records* and *Demand Occupation* prior to the participant beginning a training program.

ETPL Approved Training Program: The approved training program is from the ETP list. Screen shot the ETP list verifying the individual's selected program is approved and upload to ECM.

NEBRASKA
DEPARTMENT OF LABOR

GREATER NEBRASKA
WORKFORCE DEVELOPMENT BOARD

Example

ETPL Programs

Program	Program Leads To	Provider	Address	City	State	Zip Code	Total Program Costs
(Pre) Computer Science - Associate of Science	An associate degree	Western Nebraska Community College	1750 Sweetwater Avenue	ALLIANCE	NE	69301	$10,776.00
(Pre) Computer Science - Associate of Science	An associate degree	Western Nebraska Community College	1601 East 27th Street	SCOTTSBLUFF	NE	69361	$10,776.00
(Pre) Computer Science - Associate of Science	An associate degree	Western Nebraska Community College	371 College Drive	SIDNEY	NE	69162	$10,776.00
160 hour Class A CDL Course - Certificate	An industry-recognized certificate or certification. A license recognized by the State involved or the Federal Government	JTL Truck Driver Training, Inc.	10008 Sapp Bors. Drive	Omaha	NE	68138	$4,821.50

Demand occupation: Demand occupation verification can be obtained off the LMI portion of NEworks. From the NEworks home screen > Labor Market Analysis > Career Resources, H3 (High Wage, High Skill, High Demand). Screen shot the program listed on the H3 report and upload to ECM.

Example

Long-term Occupational Projections, 2016-2026 with High Wage, Skill, and Demand (H3) Indicators - Panhandle Economic Region

Demand RANK	SOC	SOC Title	High Demand	High Skill	High Wage	H3	2016 Estimated Employment	2026 Projected Employment	Numeric Change = I-H	Percent Change =(I-H)/H	Labor Force Exits	Annual Labor Force Exits	Occupational Transfers	Annual Occupational Transfers	Growth Openings	Avg Annual Growth Openings	Total Openings =L+N+P	Avg Annual Openings =M+O+Q	Educatio
296	11-1011	Chief Executives		★	★		51	49	-2	-3.9%	14	1	21	2	-2	0	33	3	Bachelor's degree
19	11-1021	General and Operations Managers	★	★	★	✓	756	756	0	0.0%	157	16	451	45	0	0	608	61	Bachelor's degree
118	11-1031	Legislators	★		★		111	115	4	3.6%	31	3	47	5	4	0	82	8	Bachelor's degree
187.5	11-2021	Marketing Managers	★	★	★	✓	27	31	4	14.8%	7	1	18	2	4	0	29	3	Bachelor's degree
117	11-2022	Sales Managers	★	★	★	✓	101	105	4	4.0%	23	2	63	6	4	0	90	8	Bachelor's degree

ITA: The ITA is generated in the NEworks training activity. To print the ITA, enter the training activity > Scroll to the bottom of the first page of the activity (do not select edit activity at the top) > Print. The ITA must be signed by the participant and career planner within 10 days of the start of the activity and uploaded to ECM indexed under *WIOA Individual Training Account Voucher*.

Assessments

Participants must be provided a basic reading and math assessment prior to beginning a training activity. There is no need to test a participant if they have recently (within the last six months) completed an accepted assessment with another program and you can obtain the results from that program. Reference Section 16 CASAS of this manual for more information on acceptable assessments.

NEworks Training Justification Tab

The NEworks training justification tab must be completed prior to opening the training activity. The tab is located in the application and consists of a series of seven questions. The first six questions must be answered, yes, for the participant to be eligible for training services. The seventh question is only applicable for Trade participants. The tab also requires the expected occupation and industry from the selected training.

Expand *Staff Profiles* > Expand *Case Management Profile* > *Programs* > expand the *WIOA Application* > expand the *Training Justification* tab > select *Add Training Justification* > complete the wizard > *Save*.

Cost of Attendance (COA)

The COA must be completed each semester prior to obligating OST funds. For step-by-step procedures on how to complete the COA, reference Section 19 Bill Pay Guide of this manual. The COA must be uploaded to ECM indexed under *Training Budget Worksheet*.

The financial aid document must be uploaded to ECM and indexed separately each school year under *Student Financial Aid*.

Opening the NEworks Activity

Career planners must open the NEworks activity and voucher on the day the participant begins their OST. Follow the Opening an NEworks Activity procedures in Section 4 Documentation of this manual. Case note the services provided and open the corresponding IEP/ISS objective.

NEworks Codes & Service, Course, Contract Name		
300	Occupational Skills Training - Approved Provider List (ITA)- Adult, DLW	The program the student is attending
416	Occupational Skills Training - Approved Provider List- Youth	The program the student is attending

Closing the NEworks Activity

Career planners will complete the closure on the last day of the training period and should not wait until the final payment/reimbursement has been made to the provider. Follow the Closing an NEworks Activity procedures in Section 4 Documentation of this manual.

If the OST ended prematurely, the career planner will close the OST activity on the last day they attended classes and discuss next steps with the participant.

- If it is appropriate for the participant to continue to be part of the WIOA Title 1 program, the career planner will continue to assist the participant with their employment plan.
- For Adult and DLW participants, enrollment in a second training program is prohibited. However, career planners can assist the participant with job searching and/ or an OJT opportunity.

If the participant does not continue with the WIOA Title 1 program, the career planner will close all activities and create case closure following the case closure procedures in Section 17 Case Closure.

SECTION 8:

SECTION 9:

SECTION 10:

SECTION 11:

SECTION 12:

SECTION 13:

SECTION 14:

SECTION 15:

SECTION 16:

SECTION 17:

SECTION 18: Follow-Up

Follow Up

Adult & DLW

Follow up services are available to adults and dislocated workers (DLW) for up to 12 months following the participant's first date of unsubsidized employment. Type and intensity of follow up services are based on individual need and vary on a case-by-case basis.

Note: Employment may begin before case closure.

Follow up services for adult and DLW include:

- Solving work related issues
- Referrals to partner programs
- Job search assistance
- Information about additional educational opportunities
- Career counseling

Adults and DLW CANNOT receive supportive services or any other funded activity during follow up.

Youth

Follow up services are a required youth program element. All youth participants must be offered an opportunity to receive follow up services for a minimum of 12 months.
A participant must have an open ISS with the youth follow-up service(s) they are receiving or participating in while enrolled in follow up. The types and intensity of services will vary based on the individual's needs.

Follow-up services for youth include:

- Supportive services
- Adult mentoring
- Career counseling
- Labor market and employment information
- Job search assistance
- Post-secondary transition preparation
- Referrals to partner programs
- Financial literacy education

Eligibility must be re-determined for customers requesting services beyond the youth follow up services listed above.

The career planner must contact the participant at least every 90 days while the follow up services are open in order to determine if the customer is in need of continued support. If the customer no longer needs the service(s), the youth follow-up should be closed.

Required Action

Managers must run the follow up report at the beginning of each quarter: January, April, July, and October. Quarterly follow-up must be completed and entered in NEwork by the 'Required By' date indicated on the report.

App ID	State ID	Name	Address			E-mail	Case Manager	Responsible Office	Exit Date
	Follow-up Type	Required By	Follow-up Status	Actual Comp Date	Emp In Qtr	Highest Credential Received	Credential Date	Placement At Follow Up	Other Status
[redacted]									
	1st Quarter	06/30/2022	Completed	06/08/2022	Y	AA/AS Degree	12/11/2020	No Placement	
	2nd Quarter	09/30/2022	Required			AA/AS Degree	12/11/2020		
	3rd Quarter	12/31/2022	Required			AA/AS Degree	12/11/2020		

Steps to the follow up report: *Detailed Reports> Case Load- WIOA> Follow Up Details & Summary*

Follow up attempts/ contacts are managed in the NEworks WIOA application. In the WIOA application, expand the *Follow-ups* tab > select the current *Follow Up Type (1st, 2nd, 3rd, or 4th quarter)* > once the participant is contacted enter the follow up information:

Worked in Quarter- Select yes or no

If yes is chosen, select *Add Employer.* Required employment information includes:

Required Employer Information

- Employer Name
- Industry Code (NAICS). There is a link to search for the correct code
- Primary Employer Contact Name
- Primary Employer Contact Phone Number

Required Job Information

- Job Title
- Occupation
- Is This a Green Job
- Hours Worked per Week
- Job Start Date
- Job End Date (If currently employed, check box and leave the end date field blank)
- Reason for Leaving- If employed, leave blank. Otherwise, select reason
- Primary Employer- select yes or no
- Receiving Fringe Benefits- select yes or no

- Receiving Health Care Benefits- select yes or no
- Job Covered by unemployment Compensation- select yes or no
- Is this Entrepreneurial and/or Self-Employment- select yes or no
- Is this a Registered Apprenticeship- select yes or no
- Is this Active Military Service- select yes or no
- Is this Considered Non-Traditional Employment- select yes or no
- Is this Considered Training Related Employment- select one
- Add to Employment History- select yes or no

Placement in Quarter- Select if the participant is attending any type of training or no placement

Date of Placement- If not attending school, leave blank. Otherwise, enter the date the participant started their education program

Actual Date of Follow-Up- The date you spoke with the person

Contact Type- Select the contact type

Select *Save*.

Career planners must make four attempts to contact the participant each quarter and document the attempts in the follow up tab of the WIOA application. If the participant isn't reached during a contact, do not complete the entire follow up screen. Select *Add Contact Attempt*, complete the *Create New Contact Attempt* section, save *Contact Attempt*, then select *Exit Follow-up Screen*.

Once the participant is successfully contacted, complete the Post- Exit Placement section, Exit and Closure section, Current Status at Follow-up section, case note the follow up contact, and save.

If four attempts are made to contact the participant unsuccessfully, a button will generate, select the *Multiple Contacts with No Success* button, then select *Exit the Follow-up Screen*.

After completing fourth quarter follow up select *Remove Case Manager Assignment* at the bottom of the follow up screen. The participant will no longer be included on the follow up report after that.

Opening the NEworks Activity

If a follow up service is requested, open the corresponding NEworks follow up activity and IEP/ISS objective. Follow the Opening an NEworks Activity procedures in Section 4 Documentation of this manual. Case note any services provided.

NEworks Follow Up Activities & Service, Course or Contract Name			
Activity	**Description**	**Program**	**Service, Course, or Contract**

F01	Referral to Community Resources	Adult, DLW & Youth	
F02	Referral to Medical Services	Adult, DLW & Youth	
F03	Tracking Progress on the Job	Adult, DLW & Youth	
F04	Work Related Peer Support Group	Adult, DLW & Youth	
F05	Assistance securing better paying job	Adult, DLW & Youth	
F06	Career Pathway Development and Further Education Planning	Adult, DLW & Youth	
F07	Assistance with Job/Work Related Problems	Adult, DLW & Youth	
F08	Adult Mentoring	Youth only	
F09	Tutoring	Youth only	
F10	Leadership Development	Youth only	
F12	SS-Transportation	Youth only	
F13	SS- Purchase work related uniforms/attire	Youth only	
F14	SS-Purchase work related tools	Youth only	
F15	SS-Housing Assistance	Youth only	
F16	SS-Utilities	Youth only	
F17	SS-Dependent Care	Youth only	
F18	SS-Medical	Youth only	
F19	SS-Incentives/Bonus	Youth only	

Closing the NEworks Activity

Close the activity and IEP objective on the last day the follow up services are provided. Follow the Closing an NEworks Activity procedures in Section 4 Documentation of this manual.

SECTION 19: Bill Pay Guide

Vendors

Vendors may be:

- Businesses/agencies (Community Colleges, stores, etc.) that provide goods or services to clients.

OR

- Private individuals that provide goods or services to clients. This includes clients that receive reimbursements for out-of-pocket expenses.

All Vendors must be registered in the NIS Address Book before they can receive payment for services.

If you do not know if a vendor is in the NIS Address Book, reference the "GN FTIN List Master Copy" located here: L:\Employment and Training\Employment & Training All\WIOA\Greater Nebraska\GN FTIN List Master Copy a vendor is on the list they are in the NIS Address Book.

If a vendor is missing form the GN FTIN List, Email the Greater Nebraska Inbox with the necessary information. The Program Coordinator will ensure the vendor is in the NIS Address Book, then add the vendor to the GN FTIN List.

Any business, agency or person receiving a payment from WIOA is considered a Vendor, regardless of what the payment is for:

Examples (This list is not all inclusive):

- Training: school = vendor
- Tools/Equipment: store = vendor
- Housing: Landlord = vendor
- OJT Provider = vendor

Participants who are reimbursed for out-of-pocket expenses are NOT considered vendors. Leave the vendor information blank for these reimbursements.

Examples include:

- Mileage reimbursement
- Reimbursement for goods purchased (books, equipment, uniforms, etc.)

Required Action

Adding a vendor to the address book:

- Have the vendor complete a W-9 form;

- Submit the completed W-9 form as the last page of the initial corresponding bill pay packet (Finance will add the vendor to the NIS Address Book once they receive the completed W-9 Form); and
- Email the ndol.greaternebraska.gov inbox to add the vendor to the GN FTIN List.

Interagency Billing Transactions (IBTs)

Purpose: IBTs are used in place of an invoice when purchasing services from another State of Nebraska agency, including the University of Nebraska system (UNO, UNK, UNL). The main use of IBTs are for licensure payments (CNA, CMA, LPN, RN).

Steps to complete an IBT payment:

- Career planners send the SA and license application to the vendor (reference the GN FTIN List for the IBT vendors and any special instructions).
- Submit billing packet to ndol.billingandpayments@nebraska.gov without the IBT
- Only HHS will send the IBT to Admin directly, NOT the career center
- Once the IBT is received, Admin will include it with the billing packet and submit to finance

Refunds Sent from Vendors

Purpose: When a participant drops training/classes, occasionally refund checks or payments will be made and received by the career centers. If this occurs, Finance will need to credit the amount appropriately to the correct funding source and client.

Follow this process:

Mail the refund check to the Administrative Entity with the appropriate information:

- *Client Name and State ID* – associated with the credit
- *Program Name* – Adult, DLW, ISY, OSY or special grant
- *Date-* when the original bill was paid so they can identify when it was paid and go to that record in the system to credit it accurately. The check should show who is providing the credit i.e. the school but if it doesn't, that should also be provided
- *NEworks Activity and Voucher Number***-** The voucher number that the payment was originally applied to

W-9

Purpose: The W-9 is used to provide correct business and TIN information to finance so they can be added to the NIS address book.

The State has their own W-9 form. Ensure vendors complete the State's W-9, not the Federal W-9. Provide the vendor/ business a blank form and they will complete it.

Ensure the following information is on the form:

Name- individual or business' legal name or legal business name

Business Name- business name or doing business as (DBA) name if different than line 1

Federal Tax Classification (check one)- U.S. Federal tax classification

Exemptions- enter any exempt payee codes, if applicable

Address- individual or business' address

Taxpayer Identification Number (TIN)- individual's social security number or business' TIN

Certification/ Signature- ensure form is signed

ACH Enrollment is optional. Vendor/ businesses will only complete this section if they would like to receive their payments electronically. If they do not complete this section, paper checks will be issues.

Cost of Attendance (COA) Process

Purpose: The COA is used to determine the participant's need for Occupational Skills Training (OST) expenses including tuition, books and required supplies for all ITA funded activities. The form takes into consideration the availability of other sources of funding and the training costs. The COA projects the amount of funds that will be spent on a client each semester.

REMINDER: Pell must be fully expended on tuition and fees before WIOA can cover any tuition costs. WIOA does not pay for retaken courses or exams or anything in arrears.

Instructions to Complete the COA

Enter the following information on the COA:

Participant Name—first and last name

Participant Status—indicate which WIOA program is funding the participant services

Date- indicate date you are creating the form

Training Provider- the school the participant is attending

Program of Study- the participant's major

Training Begin/End Dates- the first and last day of the semester/quarter

Training Costs per Quarter/Semester:

Tuition- the total credit hours X cost per credit hour (Show the calculations on the schedule)

Fees- the total credit hours X cost of fees per credit hour (show the calculations on the schedule)

Books- the total of all required books

Required Tools/Supplies- Estimation from the school or vendor for cost of required tools/supplies (Ensure cost is listed on the supporting documents)

Room and Board- #1, 2, 5 in the "Monthly Expenses" section in Overall Budget in NEworks X the number of months the semester/quarter lasts

Personal Expenses- #3, 4, 6, 7, 8, 9, 11, 12, 13, 14, 15, 16, 17 in the "Current Monthly Expenses" section in the Overall Budget in NEworks X the number of months the semester/quarter lasts

Fund Source:

Pell- the amount of Pell received for the semester/quarter

Scholarships- total of additional scholarships received for the semester/quarter

Grant- total of additional grants received for the semester/quarter

Other- #1-8 under "Current Monthly Income" in the Overall Budget in NEworks X the number of months the semester/quarter last

Totals will automatically calculate: The Total Amount Remaining is the maximum amount of funding you can obligate for the semester/quarter OST costs. If the cost is negative, this means the participant has enough means to cover their expenses for that quarter/ semester and WIOA cannot pay for tuition.

Required Action

1. The COA's must be completed every semester/ quarter on all active participants in a 300 or 416 activity prior to the semester/ quarter beginning.
2. The COA and supporting documentation must be uploaded to ECM indexed under *Training Budget Worksheet* each semester/ quarter.

   a. **Supporting documents include:**
      i. Class schedule
      ii. Financial aid document from the school (Financial aid document must also be uploaded separately indexed under *Student Financial Aid*)
      iii. List of any required books showing price and what class each book is for
      iv. Any other costs you are obligating (required tools, shots, etc.)
      v. NEworks overall budget (include the current monthly income, current monthly expenses, and the overall budget planning page)

3. COA's are to be completed prior to opening a NEworks voucher and creating an SA. You CANNOT obligate more than the "Total Amount Remaining" each semester on the COA. If the "Total Amount Remaining" is negative, this means the client has enough means to fund their training that quarter/ semester and WIOA cannot assist in paying for tuition. This must be case noted.

REMINDER: If Financial Aid (FAFSA/PELL Grant/etc.) are delayed, create the COA for the full amount needed to attend school for the quarter/semester. Ensure the participant understands that once the FAFSA/PELL Grant are approved, that will be applied to their balance FIRST. (This excludes loans.)

If the participant receives a Financial Aid refund for grants or scholarships, and they do not use it to pay their balance with the school, they will have a balance due. WIOA will not post a payment until proof that Financial Aid was applied appropriately. **

Service Authorization (SA) Process

Purpose: The SA assists in the coordination of WIOA funded services provided to participants.

The SA serves two main functions:

1. To inform the vendor that the services outlined will be paid by WIOA

AND

2. To process invoices/bills that must be paid by WIOA

Reminder: WIOA does not pay for any retaken courses or exams, or any items or services received prior to enrollment or the SA authorization date.

The SA must be completed and approved prior to the start of the service.

Instructions to Complete the COA

Enter the following information on the SA:

Sub ledger- your Cost Center. This is a four-digit code for your Career Center. If you are unaware of your sub ledger, ask your manager.

Location- your Career Center name. Example: Norfolk, Grand Island

Client State ID- NEworks state id

Participant Name—first and last name

Participation Date- NEworks participation date. WIOA cannot pay for bills incurred before the client's NEworks Participation Date.

Participant's Home Address- basic information needed to process the SA

Vendor- business or individual's name who will receive the payment

FTIN (Federal Tax Identification Number) - if the vendor is a private individual (not the participant), use their Social Security Number in place of the FTIN

Vendor's Address- basic information needed to process the SA

Description Box- enter the service the vendor is providing using the templates in the SA Description Chart below

Authorized Amount- enter the expected cost of the services listed. This amount may be estimated. Bills cannot be paid if they exceed the Authorized Amount listed

Service Authorized Date- this is the start date for when the service may begin. Finance will only process bills/invoices for services that were provided on or after the Service Authorized Date

Payment Amount- leave blank until creating bill packet

Invoice Receipt Date- leave blank until creating bill packet

Object Code- the funding category the service is being paid out of. Reference the SA Description Chart for the Object Code list

Program Area- select which WIOA program is funding the services listed on the SA

Send Invoices or Bills to- enter the Career Planner's name, Nebraska Department of Labor, Career Center address and Career Planner's email address

Example:
Autumn Schleicher
Nebraska Department of Labor
600 E. Francis, Suite 9
North Platte, NE 69101
Autumn.Schleicher@nebraska.gov

Final Payment- Select "yes" or "No", if "Yes" is selected include the de-obligation amount

Required Action

A copy of the SA must be sent to vendors to confirm the amount WIOA will pay for the services or products outlined in the document.

The SA must be sent to the vendor before the services outlined can be delivered to the client.

Approval & Data Entry

Approval: email SA to manager for approval.

Example of email text: Please approve the attached SA. If approved, reply approved to this email and CC the ndol.greaternebraska@nebraska.gov inbox.

Manager reviews and approves SA, CC's ndol.greaternebraska@nebraska.gov inbox and forwards to career planner with approval.

Data Entry:

Enter SA on expense record and case note the obligation.

Example case note: SA approved and sent to MPCC for Spring 2018 tuition. Client has been informed the SA has been sent.

NEworks Voucher Process

Required Action

- The NEworks voucher must be opened the same day you create the SA except for when you are initially opening a training activity. When initially opening a training activity the voucher is opened when you open the activity on the first day training.
- Career planners open the voucher in pending status and managers approve it at the same time they approve the SA.
- A new voucher must be created each semester and for each separate vendor. Each SA= One voucher.

Remember: Once the voucher is in an approved status, it is no longer editable by anyone! Don't let this worry you too much when it comes to determining how much a participant will spend. Example: If you enter a voucher for a participant on required books that cost $400 and they ended up only spending $350 because they bought a used book or didn't end up needing one of the books we can de-obligate the funding when we have completed all the payments for that voucher.

Creating a Voucher

1.

General | Enrollment | Staff | Provider | Cost | Financial Aid | Budget Plan | Closure

[EDIT ACTIVITY]

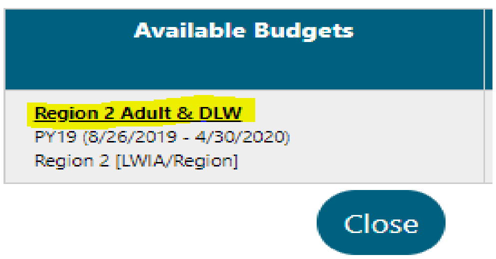
2.

General Information | Service Provider | Enrollment Cost | Financial Aid | Enrollment Budget | Budget Planning | Closure Information

3.

[Click Here To Select a Budget]

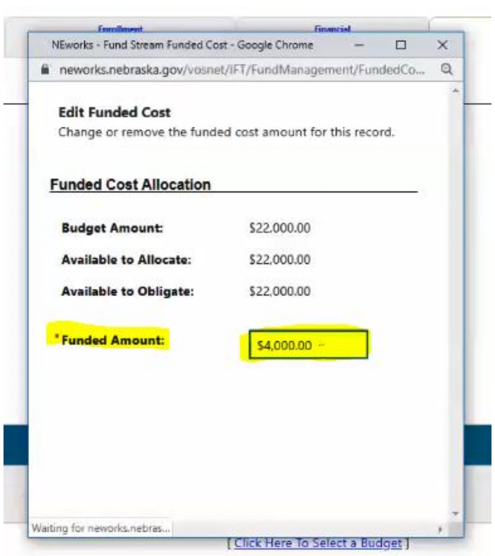
4.


Available Budgets
Region 2 Adult & DLW
PY19 (8/26/2019 - 4/30/2020)
Region 2 [LWIA/Region]
Close

5.


Budget Allocation
Budget
Funded Amount
Obligated Amount
Current Balance
Action
PY19 Adult & DLW
PY19 (8/26/2019 - 4/30/2020)
Region 3 [LWIA/Region]
$4,000.00
$0.00
$4,000.00
Edit
History
[Click Here To Select a Budget]

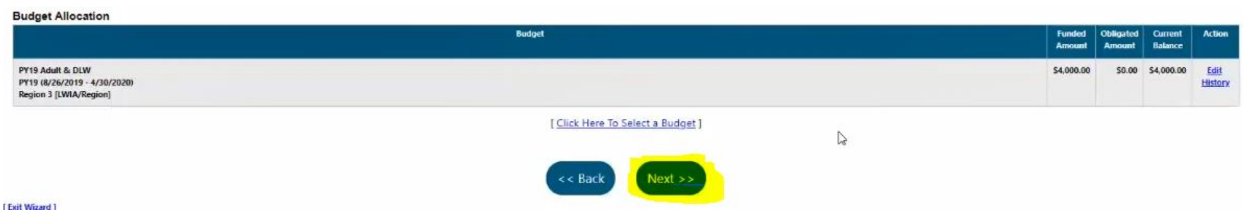
6.


NEworks - Fund Stream Funded Cost - Google Chrome
neworks.nebraska.gov/vosnet/IFT/FundManagement/FundedCo...
Edit Funded Cost
Change or remove the funded cost amount for this record.
Funded Cost Allocation
Budget Amount: $22,000.00
Available to Allocate: $22,000.00
Available to Obligate: $22,000.00
* Funded Amount: $4,000.00
Waiting for neworks.nebras...
[Click Here To Select a Budget]

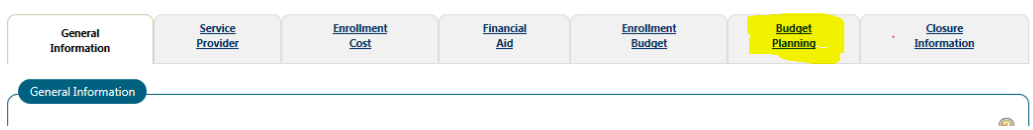
Enter the amount you are planning to fund for this activity.

Note: This is editable. Each time you need to obligate a new voucher you can add your new amout to the current funded amount. Once we have multiple budgets, you may need to add a new budget to open the next voucher instead of adding to the current budget's funded amount.

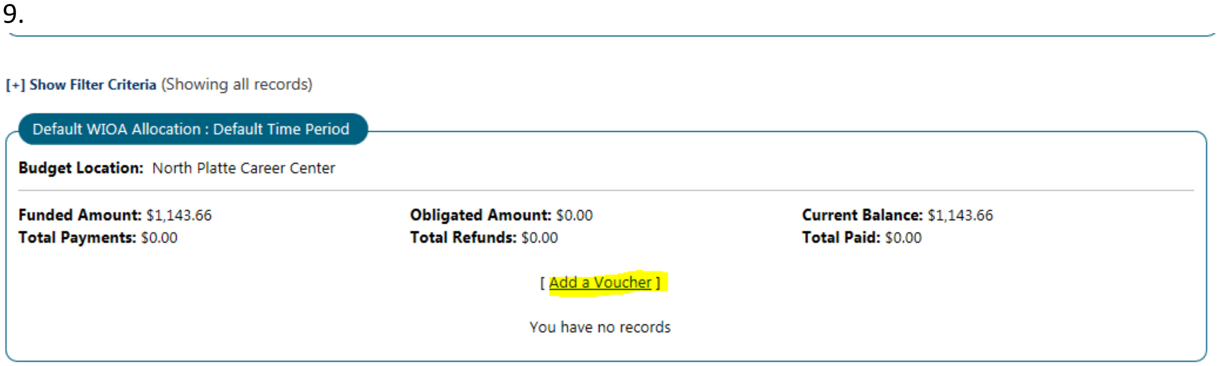
7.



8.



9.



10. Most of the information in the voucher will auto populate from has already been entered in the activity. Complete the highlighted sections below.

a. *Status:* You want to make sure this is Active.
b. *Approval Status:* Career planners will always set this as Pending Approval.
    i. Managers will change this to Approved after they approve the SA.
c. *Payable To:* Choose the correct option.
    i. If it will be a reimbursement to the participant, you would choose Participant and enter their address below.
    ii. If it will be billed to NDOL or another provider, you would choose Service Provider and our information should auto populate.
d. *Student Id and Reference No are not required.* You can leave these blank.
e. *Date:* Enter the SA issue date or date you opened the activity.

i. Example: If classes start on 8/20/18 and you create the voucher on 8/1 to send it to your manager, you would enter 8/1/18.

f. *Expire Date:* This auto populates out for a year. Set this date to be your projected end date for the timeframe (semester or quarter).
   i. Example: You have a student enrolled in a 1-year program (2 semesters or 4 quarters). You open the 300 OST activity for the entire year. You will create a voucher for books for the length of the semester or quarter. Admin will create payment on that voucher only and de-obligate the remaining funds.
g. *For Services Provided Between: Beginning Date:* This is the same date you opened the activity initially or would be the beginning date of the semester you are entering the voucher for.
h. *Ending Date:* Will be left blank, as the activity is currently open.
i. *Cost Details: Total Support Service Cost- Fee Based:* This auto populates from what you enter in the below categories. You can't actually enter anything in this field manually.
j. *Service Fee & Other Costs:* Enter the amount of funding you are obligating under this activity.
k. *Total Amount:* This will auto populate.
l. *Comments:* If you would like or need to add any comments you may do that, but they are not required. This space can be left blank.
m. Then click save and your voucher will appear.

* indicates required fields. For help click the question mark icon.

Voucher

Please provide information for the data items listed below.

Summary

Participant:	[redacted] 90 ALBEES 3 LEWELLEN, NE 69147
State ID:	[redacted]
Program:	Title I - Workforce Development (WIOA)
Service:	Support Service Other
Actual Begin Date:	08/20/2018
Projected End Date:	12/13/2018
Actual End Date:	N/A
Fund Stream:	Default WIOA Allocation
Provider:	North Platte Career Center 600 E Francis St., Ste. 9 North Platte, NE 69101
Provider FEID/SSN:	[redacted]

Manage Voucher

Funds Available:	$1,143.66
* Status:	(●) Active ( ) Void ( ) Paid In Full
* Approval Status:	(●) Pending Approval ( ) Approved
* Payable To:	( ) Participant (●) Service Provider ( ) Another Provider
Bill Address1:	600 E Francis St., Ste. 8
Bill Address2:	
Bill City:	North Platte
Bill State:	Nebraska
Bill Zip:	69101
Address Update Options:	(●) Update Address for this Obligation only ( ) Update Address in Provider profile

11.

Bill Address1:	600 E Francis St., Ste. 8
Bill Address2:	
Bill City:	North Platte
Bill State:	Nebraska
Bill Zip:	69101
Address Update Options:	◉ Update Address for this Obligation only ○ Update Address in Provider profile
Student ID:	
Reference No:	
* Date:	10/09/2018 Today
* Expire Date:	10/09/2019 Today

For Services Provided Between

Beginning Date:	08/20/2018 Today
Ending Date:	Today

Cost Details

*Total Support Service Cost - Fee Based:	$ 0.00 Available: *$1,143.66* Planned: *$1,143.66* *Service Fee: $ 0.00 *Other Costs: $ 1,143.66
Total Amount:	$ 0.00
Comment:	

12.

NEBRASKA DEPARTMENT OF LABOR | GREATER NEBRASKA WORKFORCE DEVELOPMENT BOARD

SA Templates/Billing Packet Required Documents

SA Description Chart

Service	Description	Object Code	BP required docs. Attach in the Below listed order. Do NOT include any extra documentation besides what is listed below.
Books	Term dates: [season] term [year] 00/00/00-00/00/00 Books NEworks Voucher #:	Supportive Service	☐ Invoice ☐ Book receipt ONE of the following: ☐ academic calendar, ☐ student course list, ☐ registration statement, ☐ breakdown of student accounts (if it shows a start date). *If the Invoice includes the course dates, there is no need to include "One of the following:"
Car Repairs	Car repairs NEworks Voucher #:	Supportive Service	☐ Invoice (if paying Vendor) ☐ Receipt (if reimbursing participant)* ☐ Memo stating that more than one option for repair was considered and the chosen vendor offered the lowest price. Ensure to include the name of each vendor and quoted price of each vendor.
CDL License/Permit Reimbursement	CDL Course Dates: 00/00/0000-00/00/0000 CDL License/Permit NEworks Voucher #:	Supportive Service	☐ Receipt from DMV*
Child Care	Child care dates: 00/00/0000-00/00/0000 Child care during the dates listed above. NEworks Voucher #:	Supportive Service	☐ Log signed by vendor (includes participant name, # of children and the charge rate; hourly, daily, etc.) ☐ participant schedule (class or work) ☐ vendor note receipt of payment (if participant is being reimbursed). Note should include the name of the daycare,

			participant's name, date, and payment amount.
Background Check/ Fingerprinting	Criminal Background Check or Fingerprinting (Only include the correct one) NEworks Voucher #:	Supportive Service	☐ Receipt* ☐ Document showing requirement for class/employer
Customized Training	Start Date: 00/00/00 CT reimbursement. NEworks Voucher #:	All Other Training	☐ CT Training Plan/ Reimbursement Invoice (second page only) ☐ Receipt/ Invoices for all costs the employer is requesting reimbursement for
Exam Fee	Fees for [exam]. NEworks Voucher #:	Supportive Service	☐ Receipt* ☐ Document showing requirement for class/employer
GED Testing	GED testing for [enter amount of modules] modules 00/00/00-00/00/00 NEworks Voucher #:	Supportive Service	☐ Receipt (if reimbursing participant)* ☐ Include Invoice # on SA, if applicable (if paying Vendor)
Healthcare License (IBT DHHS)	Term dates: [season] term [year] 00/00/00-00/00/00 DHHS Licensure for [Licensure] in the State of Nebraska NDOL Address Book #611567 Email IBT to ndol.billingandpayments@nebraska.gov NEworks Voucher #:	Supportive Service	☐ Copy of application ☐ IBT from DHHS ** Email IBT to ndol.billingandpayments@nebraska.gov
Health Special Fees: (exam/test fees & Insurance fee)	Term dates: [season] term [year] 00/00/00-00/00/00 Health Special Fees: NEworks Voucher #:	Supportive Service	☐ Receipt* ☐ Document showing requirement for class
Housing	Rent: [month] [year] NEworks Voucher #:	Supportive Service	☐ Lease/rental agreement (If mortgage, include mortgage payment statement or some sort of document showing the monthly mortgage due date and payment amount. Do not include the entire mortgage purchase agreement) ☐ Receipt (if reimbursing the participant)*

Medical (Referrals to Healthcare)	Only list the below service you are authorizing: DOT Physical for [specific education program] Drug Screen for [specific education program] Immunizations for [specific education program] Eyeglasses for [specific education program] NEworks Voucher #:	Supportive Service	☐ Invoice or receipt* ☐ Document showing requirement for class/employer ☐ Eyeglasses only include admin approval
Mileage	Term dates: [season] term [year] 00/00/00-00/00/00 Mileage Reimbursement: [Round Trip or One-Way]: From [Location] to [Location] to attend [class or work] [Authorized number of trips] trips NEworks Voucher #:	Supportive Service	☐ Transportation and Mileage Form ☐ Transportation Calendar ☐ Class or work schedule with participant's name ☐ Term dates and days of the week they attend class ☐ MapQuest/Google Maps directions page showing mileage. Do not include actual map
Needs Related Payment (Dislocated Worker Only)	Term dates: [season] term [year] 00/00/00-00/00/00 Needs related payment after UI ended [date], UI Exhausted [number of weeks of training left after UI exhausted] of NRP starting [date] NEworks Voucher #:	Supportive Service	☐ UI verification ☐ Class schedule
OJT	Start Date: 00/00/00 OJT wage reimbursement for [amount] hours. NEworks Voucher #:	On the Job Training	☐ Payroll documents/paystubs ☐ Attachment D Employer Request for Reimbursement ☐ Attachment C OJT Training Plan (first page only)
Relocation/ Job Search outside commuting area	Relocation to new employment at [company] in [city] from [current city]. NEworks Voucher #:	Supportive Service	☐ Pre-approval ☐ Job offer letter which includes start date and wages ☐ Transportation and Mileage Form (if claiming mileage) ☐ MapQuest/Google Maps showing mileage. Do not include actual map ☐ Relocation form ☐ Itemized meal receipts, hotel receipts, receipt/invoice for moving company, toll receipts, if applicable
Supplies (including Computers, Computer Software)	Term dates: [season] term [year] 00/00/00-00/00/00 [*item(s)*] required for [specific education program] NEworks Voucher #:	Supportive Service	☐ Invoice/receipt* ☐ List of required supplies (from school/employer)

			☐ Computer, include Admin approval NOTE: Match up items on the invoice/receipt with the items on the list of required supplies (alpha or numerical match)
Third Party Reimbursements (Service/items paid for by a third party: friend, parent, etc.)	[*item(s)*] required for [specific education program] NEworks Voucher #:	Supportive Service	☐ Receipt* ☐ Statement from the third party saying the participant has paid them back (only required if the payment is being sent to the participant, not the third party) ☐ Statement from the participant saying they received the item the third party paid for ☐ The third party's social security number and current address included on SA as vendor. ☐ Ensure you follow the SA Description Chart requirements for the specific service the third party paid for. **Example:** mileage reimbursement, you must use the mileage description chart and supporting documentation.
Tools	Term dates: [season] term [year] 00/00/00-00/00/00 Tools required by the [educational program or employer] NEworks Voucher #:	Supportive Service	☐ Invoice or receipt* ☐ List of required tools (from school/employer) NOTE: Match up items on the invoice/receipt with the items on the list of required tools (alpha or numerical match)
Tuition & Fees	Term dates: [season] term [year] 00/00/00-00/00/00 Tuition & fees NEworks Voucher #:	All Other Training	☐ Invoice ONE of the following: ☐ academic calendar, ☐ student course list, ☐ breakdown of student accounts (if it shows a start date) *If the Invoice includes the course dates, there is no need to include "One of the following:"
Uniforms or Work Attire	Assist with *[item(s)]* required for [educational program or employer] NEworks Voucher #:	Supportive Service	☐ Invoice or receipt* ☐ List of required work attire (from school/employer)

			NOTE: Match up items on the invoice/receipt with the items on the list of required supplies (alpha or numerical match)
Utilities	Utilities for [month] [year] NEworks Voucher #:	Supportive Service	☐ Invoice (if paying vendor) ☐ Receipt (if reimbursing participant)*
Wage Subsidy (Trade Only)	RTAA Payment for [date] to [date] with [employer name]	Wage Subsidy	☐ Wage Subsidy Calculated Forms ☐ Paystubs/payroll documents, timesheet or self - attestation for splitting biweekly hours into weekly hours. NOTE: If you know that the participant will not qualify for certain weeks, there is no need to provide that documentation. Only provide documentation for the weeks that they qualify
Job Search (Trade Only)	Related costs outside of commuting area.	Trade	☐ Pre-approval, ☐ Proof of interview/hiring event (flyers, business cards), ☐ Receipts*, ☐ MapQuest/Google Maps directions page showing mileage. Do not include actual map
Incentive Payments	Description (only allowed for youth clients)		
Credential Attainment	Credential incentive; attained [name credential] NEworks Voucher #:	Supportive Service	☐ Copy of credential
GPA	GPA incentive; cumulative GPA is _ NEworks Voucher #:	Supportive Service	☐ Transcript showing GPA
Work Experience Completion	Successful completion of a work experience as outlined in ISS. NEworks Voucher #:	Supportive Service	☐ Work Experience goals signed by worksite supervisor

*Mileage Reimbursements should be completed monthly. The maximum reimbursement rate is $ .30 per mile.

*Tax can be reimbursed for UNO tuition bills ONLY!

*For OJTs and Work Experiences, if the participant worked a holiday, a note must be included from the employer stating the date and actual hours worked for each holiday. No overtime, premium pay, paid time off, or holidays will be reimbursed.

*Receipts that do not include the participant's name, must have the name printed on it.

*If sending a bill with a reprinted receipt that doesn't include the actual purchase date, Career Planner's must include a note as to why the receipt was reprinted at a later date. **Example:** Angela lost her original receipt, she purchased her book on 5/27/2019, the bookstore reprinted the receipt on 7/2/2019.

*Additional comments should not be included in the SA description box. They should be included in a separate supporting document. **Example:** An email or note from the Manager or Career Planner.

*If invoices will include multiple billing packets for the same participant, ensure you are highlighting or indicating exactly what charges each billing packet is paying for.

Billing Packet Process

Purpose*:* The Billing Packet is the Nebraska Department of Labor's bill paying form (SA) and supporting documents.

Complete the billing packet after you receive the bill/invoice for a service provided to a participant (This includes reimbursements as well.)

NOTE: If a Billing Packet is returned to the Career Planner, the corrected Billing Packet must be re-submitted within 3 business days.

Required Action

Complete the SA

Payment Amount- must match total on the bill/invoice

Invoice Receipt Date- date you create the billing packet

Supporting Documents

Supporting Documents- supporting documents vary based off the service the vendor is providing. Refer to SA Description Chart on page 85 for the required documents list (Ensure the documents are attached in the order listed using PDFsam)

- Receipts must show the vendor name, address, and the date purchase was made.

Save- Save billing packet as a PDF.

- Vendor billing packets: Save each individual SA as one PDF document. Name the packet- participant's State ID and Voucher #.
    - **Example:** State ID 00000 – Voucher # 12345
- Save each participant reimbursement packet as one PDF document. Name the packet- participant's State ID and Voucher #
    - **Example:** State ID 00000 – Voucher # 12345

Approval & Data Entry

Approval- Email billing packet to manager for approval.

- *Individual reimbursements:* State ID – Service Provided
    - **Example:** State ID 00000 – Tuition & Fees Billing Packet

Example of email text: Please approve the attached billing packet. If approved, send to ndol.billingandpayments@nebraska.gov and CC me.

If final payment towards voucher list FINAL PAYMENT in red and all caps in email body.

- Manager reviews and approves packet, CC's Career Planner, and forwards to ndol.billingandpayments@nebraska.gov.

  ** NOTE: If the SA is over 180 day old, the Program Administrator must sign off **PRIOR** to payment. **

Data Entry-

- Upload billing packet to ECM. Upload index under *Bill Paying Packet*
- Enter payment on expense record
- Case note payment
    - **Example:** Billing packet for Fall 2018 tuition in the amount of $500 was sent to finance.

De-Obligations

Funds should be de-obligated when they will not be expended on a client.

Required Action

To de-obligate funds, create an SA and submit to the ndol.billingandpayments@nebaska.gov inbox the same as you would a billing packet.

Enter the following information on the SA:

- *Sub ledger-* your Cost Center. This is a four-digit code for your Career Center. If you are unaware of your sub ledger, ask your manager or look here Fund Source by Cost Center.
- *Location-* your Career Center name. Example: Norfolk, Grand Island
- *Client State ID-* NEworks state id
- *Participant Name*—first and last name
- *Participation Date-* NEworks participation date
- *Participant's Home Address-* basic information needed to process the SA
- *Vendor Information-* These will be left blank
- *Description Box-* See the SA description chart for template

- *Authorized Amount*- The original authorized amount of the SA
- *Service Authorized Date*- this is the start date for when the service may begin. Finance will only process bills/invoices for services that were provided on or after the Service Authorized Date
- *Payment Amount*- The amount of the de-obligation
- *Invoice Receipt Date*- The date you are submitting the De-obligation
- *Object Code*- the funding category the service is being paid out of. Reference the SA Description Chart for the Object Code list
- *Program Area*- select which WIOA program is funding the services listed on the SA
- *Send Invoices or Bills to*- enter the Career Planner's name, Nebraska Department of Labor, Career Center address and Career Planner's email address

  Example:
  Autumn Schleicher
  Nebraska Department of Labor
  600 E. Francis, Suite 9
  North Platte, NE 69101
  Autumn.Schleicher@nebraska.gov

Expense Record

Purpose: The Expense Record is a spreadsheet used to track funded participant's obligations and expenditures. The expense record ensures Career Planner's do not overspend on a participant.

- All career planners are required to keep an Excel expense record.
- If you do not have an expense record the Administrative Entity will provide one for your use as well as a "How To" instructional video located here L:\Employment and Training\Employment & Training All\WIOA\Greater Nebraska\TA Call Recordings.
- The Administrative Entity maintains a master GN expense record. The expense record is sent out every two weeks for review. Career planners and managers must review the expense record and reconcile it against their own records. Any discrepancies must be emailed to the GN inbox immediately.

Logging Payments

Purpose: Payments must be logged on the Expense Record as well as in NEworks. This ensures the Program is not overspending.

Note: This section is completed by the Program Coordinator or the individual responsible for managing Program funds and spending.

Submitting Bills to Finance for Payment:

1) Review the Billing and Payments Inbox
   a. This is a shared inbox for WIOA Title 1 and Trade – WIOA emails are coded with blue '1. Greater Nebraska', Trade emails are coded with purple '2. Trade'.
2) Move Greater Nebraska email to the 'WIOA GREATER NEBRASKA BILLS' Folder → Subfolder 'NEED TO DO'

3) Review Billing Packets for accuracy
    a. Use the 'Service Authorization/Billing Packet Requirements' section of this Manual to ensure all necessary documents are included in the Billing Packet.
        i. If Accurate –
            1. Forward the email to NDOL.PaymentPacket@nebraska.gov, CC the Billing and Payments Inbox, regional manager, and career planner
            2. Type 'APPROVED | ' before the subject line of the email
            3. In the body of the email type 'Approved.' Followed by any comments or special notes to the Finance Team regarding the billing packet.
            4. Code the email 'Approved – To Finance for Payment'
            5. Move the email to the 'Sent to Finance' Subfolder

        ii. If NOT Accurate –
            1. Reply to the email
            2. Type 'RETURNED | ' before the subject line of the email
            3. In the body of the email type 'Returned.' And explain to the manager and career planner why the billing packet is being returned.
            4. Code the email '6. Returned to Regional Manager'
                a. Keep this email in the 'NEED TO DO' folder as a reminder it has not yet been sent to finance.
                    i. Once the Billing Packet has been fixed, move the original email to the 'WIOA Returned to RM' subfolder.
4) Log the date the bill was sent to finance on the Expense Record under the 'Sent to Finance' column.

Billing Packets Returned from Finance:

If the Finance Department finds an error in the billing packet, the following should take place.

1) The Finance Department sends the returned billing packet to NDOL.BillingAndPayments@nebraska.gov
    a. Career Planner and Manger are NOT CC'd – this ensures the billing packet is only fixed and resubmitted one time. This ensures accuracy in spending.
2) Code the Email 'Returned From Finance'
3) Review the errors noted from Finance
4) Forward the Email to the Manger and Career Planner explaining what needs corrected.
5) Once the corrected billing packet is received, follow steps 1-5 listed above under 'If Accurate'.
6) Move the returned bill to the 'Returned From Finance' subfolder

Logging Payment Verification from Finance:

1) Once per week, a General Ledger (G/L) will be sent to

NDOL.BillingAndPayments@nebraska.gov

   a. This G/L will have the following information
      i. Account Number
      ii. Document Number (Check Number)
      iii. Invoice Number
      iv. Invoice Date
      v. Payee Explanation
      vi. G/L Date
      vii. Amount

NOTE: Trade also receives a G/L, ensure you are looking at the correct email and G/L.

2) Code the email Greater Nebraska and move it to the 'NEED TO DO' subfolder in 'WIOA GREATER NEBRAKSA BILLS' folder.
3) Using the G/L date, enter the date paid and amount paid in the Expense Record for the corresponding individual
   a. If a de-obligation is needed, you can de-obligate at this time on the Expense Record.
4) Log the payment in NEworks under the corresponding voucher
   a. If a de-obligation is needed, you can de-obligate at this time in NEworks.
5) Once all payments from the G/L have been logged on both the Expense Record and NEworks, move the G/L Email to the 'Finance Expenditures' subfolder.

Enterprise Content Management Portal (ECM)

Purpose: Unity Client is our electronic content management portal, which serves as an applicant's electronic case file. All required documents are uploaded, and E-forms are completed in Unity Client. Record corrections are completed through Unity Client.

- Unity Client is installed on your desktop

Login- the same credentials used to log into your computer

More information on ECM is located in Section 4 Documentation.

Youth Work Experience

Purpose: Youth work experience is a training opportunity for youth to learn basic work skills. Youth work experience payroll is completed bi-weekly.

Step-by-step instructions to complete work experience payroll is included in Section 14 Work Experience.

On-the-Job Training

Purpose: An OJT is a work-based training opportunity available to Adult, DLW, and Youth participants. On-the-job training reimbursements are at the end of the OJT contract. Unless co-enrolled with Trade, then follow the Trade timeline.

Step-by-step instructions to complete OJT reimbursements is included in Section 8 On-the-Job Training.

Questions

For questions regarding the bill pay process, resources, etc. reach out to the ndol.greaternebraska@nebraska.gov inbox.

SECTION 20:

SECTION 21:

SECTION 22: