

Additional Adult & Dislocated Worker Training Services

Training services must be made available to eligible individuals enrolled in the adult and dislocated worker (DLW) programs. There is no sequence of service requirements before training services can be provided. An individual can be directly enrolled in a training activity however, career planners must justify in case notes why the individual did not receive any other service prior.

Incumbent worker training and skill upgrading and retraining

Incumbent worker training is designed to meet the special requirements of an employer to retain a skilled workforce or avert the need to lay off employees by assisting the workers in obtaining the skills necessary to retain employment. Incumbent worker training is conducted with a commitment by the employer to retain or avert the layoffs of the incumbent worker(s) trained.

Skills upgrading and retraining is available to prepare participants for a new occupation through instruction in new and different skills demanded by technological changes. These are courses promoting skills upgrading to train incumbent workers in specific skills needed by that business or industry and that lead to potential career growth and increased wages.

Greater Nebraska does not currently have an incumbent worker training policy. Both of these training services are unavailable at this time.

Workplace training with related instruction

Cooperative education is a service strategy combining classroom-based education with practical work experience that is directly related to the participant’s educational program. Cooperative education experiences can be paid or unpaid and must result in graded academic credit for the student.

Required Action

Opening the NEworks Activity

If workplace training with related instruction activity may be of benefit to the participant, open the corresponding NEworks activity on the date the participant begins their training. Follow the Opening an NEworks Activity procedures in Section 4 Documentation. Open the corresponding IEP objective and case note the services provided.

| NEworks Code & Service, Course or Contract Name | |
|---|--|
| 323 | Workplace Training & Cooperative Education |

Closing the NEworks Activity

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

Entrepreneurial training

Entrepreneurship is a high-risk endeavor and not everyone is suited for self-employment. The workforce investment system can provide a valuable service by helping customers understand the challenges of entrepreneurship, what is likely to be required of them, and help them determine whether their financial skills, tolerance for risk, and other skills, attributes, and experience make them good candidates for starting a business. The Small Business Administration (SBA) offers an on-line [learning center](#) that offers a variety of online courses to help individuals start and run their own business.

Partnerships

Most communities offer a range of resources to assist entrepreneurs. Rather than duplicate existing services, the workforce investment system can maximize its investment by developing partnerships with the entrepreneurship community and leveraging workforce system resources and expertise in support of entrepreneurship needs. Key partners could include Small Business Administration funded programs, such as SCORE, Small Business Development Centers, Women's Business Centers, and Veterans Business Outreach Program; Vocational Rehabilitation Agencies, U.S. Export Assistance Centers; local community colleges and four year universities; regional economic leadership teams; community-based or faith-based service providers; local chambers of commerce; other local economic development entities including rural economic development organizations; and financing organizations such as banks, venture capitalists, and angel investors. Staff may also consider working with veterans' programs such as the Disabled Veterans' Outreach Program and Local Veterans' Employment Representatives Program, as well as Disability Program Navigators staff. The workforce system should develop an understanding of the assets and expertise of these partner organizations, and develop strategies to leverage these assets as part of any entrepreneurship-related services provided to workforce system customers.

Appropriate and Effective Training

Training is an important component of workforce system strategies to support entrepreneurship and self-employment. Many training programs exist for entrepreneurs, and the workforce system will need to explore a variety of training and service providers to identify those best able to meet the needs of their One-Stop customers. Steps must be taken to ensure that workforce system customers are referred to quality training programs. The workforce system is encouraged to work with service providers offering, at minimum, basic courses for those just starting businesses that focus on developing a business plan. Topics covered in these basic courses also may include market research, marketing, pricing, financing, cash flow, accounting, hiring, permits and licenses, and legal issues. Other courses should target participants who already have developed business plans and may have started their businesses, but need assistance in growing the business. These more advanced courses may cover topics such as growth strategies, business planning, and customer relations. In addition to training courses,

some providers also may offer seminars on specific business types (e.g., child-care businesses), e-commerce, or accounting software packages.

Self-employment training programs and providers of these programs can and should be included on the statewide eligible training provider lists. WIOA regulations require that "training services, whether under ITA's or under contract, must be provided in a manner that maximizes informed customer choice in selecting an eligible provider."

Ongoing Support and Technical Assistance

Individuals are more likely to succeed in entrepreneurial efforts when they have access to additional support services, such as, business counseling, marketing support, mentoring, peer support or networking, referrals to funding opportunities, business incubators, credit repair services, and/or business libraries. These services may be provided directly through One-Stop Career Centers, or through entrepreneurship partners.

Entrepreneurial skills training is training that provides the basics of starting and operating a small business. This training will develop the skills associated with entrepreneurship, such as: taking initiative, creatively seeking out and identifying business opportunities, developing budgets and forecasting resource needs, understanding various options for acquiring capital and the trade-offs associated with each option, and how to communicate effectively and market one's self and one's ideas. If a participant demonstrates an interest and aptitude for entrepreneurship through this assessment, the participant should be encouraged to enroll in an Entrepreneurship training program or seek a Work Experience that will provide additional entrepreneurial skills.

The Nebraska Department of Education provides state-wide entrepreneurship education. Referrals should be sent to:

Sydney Kobza

Entrepreneurship Specialist
301 Centennial Mall South, PO Box 94987
Lincoln, NE 68509-4987
sydney.kobza@nebraska.gov
402-471-4818

Information about the program is posted online: <https://www.education.ne.gov/entreped/>

Required Action

Opening the NEworks Activity

If entrepreneurial training 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 | |
|---|--------------------------|
| 302 | Entrepreneurial Training |

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.

Job readiness training provided in combination with another training service

Job readiness training prepares participants to get, keep, and excel at a new job. Job readiness training teaches basic employability skills including effective communication, problem solving, resume building, and interviewing. This training will typically be provided through a series of workshops or counseling, which may include lectures, discussions and role-playing exercises.

Job readiness training must be provided in combination with another adult and DLW training service.

Required Action

Opening the NEworks Activity

If this activity is requested, open the corresponding NEworks activities 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 | |
|---|---------------|
| 340 | Job Readiness |

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.

Adult education and literacy activities, including activities of English language acquisition

Participants without a high school diploma, as well as participants with a high school diploma or GED, but who remain basic skills deficient and need additional tutoring in reading and/or math skills to become more employable, should be referred to local Adult Education (AE) for remediation. Participants seeking services for a recognized post-secondary credential should be enrolled in an appropriate training program.

A referral to one of the following **Adult Education Partners** will assist in facilitating the required service:

| | |
|---|--|
| <p>Grand Island Central Community College 308-398-7433 jessicaigo@cccneb.edu</p> | <p>Hastings Central Community College 308-463-7323 annecannon@cccneb.edu</p> |
| <p>Kearney Central Community College 308-338-4009 lvolpe@cccneb.edu</p> | <p>Norfolk Northeast Community College 402-844-7254 nancyjs@northeast.edu</p> |
| <p>Fremont Metropolitan Community College 531-622-4060 awhitfield@mccneb.edu</p> | <p>Columbus Central Community College 402-562-1432 marywiegand@cccneb.edu</p> |
| <p>Beatrice Southeast Community College 402-437-2719 Isaffer@southeast.edu</p> | <p>Nebraska City Southeast Community College 402-437-2719 Isaffer@southeast.edu</p> |
| <p>York Southeast Community College 402-437-2719 Isaffer@southeast.edu</p> | <p>South Sioux City Northeast Community College 402-844-7254 nancyjs@northeast.edu</p> |
| <p>Sidney Western Nebraska Community College 308-635-6769 adulthoodeducation@wncc.edu</p> | <p>Scottsbluff Western Nebraska Community College 308-635-6769 adulthoodeducation@wncc.edu</p> |
| <p>North Platte Mid-Plains Community College 308-535-3637 rankin@mpcc.edu</p> | <p>Lexington Central Community College 308-324-8483 mhersh@cccneb.edu</p> |
| <p>Alliance Western Nebraska Community College 308-635-6769 adulthoodeducation@wncc.edu</p> | <p>McCook Mid-Plains Community College 308-345-8133 vrbase@mpcc.edu</p> |

Required Action

Opening the NEworks Activity

If adult education services are needed, 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 Codes & Service, Course or Contract Name | | |
|--|--|--|
| 324 | Adult Education w/ Occ Skills Training- Approved Provider | |
| 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.

Customized Training

Customized training (CT) is training designed to meet the needs of a specific employer, or group of employers. It may be provided for the introduction of new technologies, new production or service procedures, or upgrading existing skills. The employer must commit to employ, or continue to employ, the worker(s) upon successful completion of a customized training.

Participant Eligibility

CT participants must meet general eligibility requirements for the WIOA program. CT is generally used for hiring new employees or recently-hired employees and not for retraining existing employees. For individuals who are employed at program entry, the career planner must determine that the individual:

- Is not earning a self-sufficient wage or wages comparable to or higher than wages from previous employment; and
- The CT relates to the introduction of new technologies, introduction to new production or service procedures, upgrading to new jobs that require additional skills or workplace literacy, or other appropriate purposes identified by the board.

General Guidelines

CT providers are not required to be eligible providers on the State's ETPL, as CT is provided through a contract, not an ITA.

CT training methods include, but are not limited to:

- Classroom training through a traditional classroom setting with a group of trainees and a qualified instructor;
- Laboratory training with hands-on instruction or skill acquisition under direct guidance of a qualified trainer;
- Electronic or computer-based training delivered through a computer program at a pace set by the trainee or through video conferences that are live, interactive instruction with a trainer; or
- Other training that is customized to the employer's specific training needs.

The employer or group of employers develop the training plan and measurable goals and determines the method by which the training is provided. The career planner will assist with this process as needed.

Training Costs

The employer or group of employers must pay a significant portion of the training costs. The employer share is based on the size of the employer as follows:

At least **10 percent** of the cost for employers with 10 or fewer employees;

At least **25 percent** of the cost for employers with 11-50 employees;

At least **35 percent** of the cost for employers with 51-75 employees; or

At least **50 percent** of the cost for employers with more than 76 employees or more.

Maximum CT reimbursement per participant is \$5,000. Each employer can receive a maximum total reimbursement of \$25,000 for the twelve month period following the effective date of the contract.

In the case of an employer or group of employers located in multiple local areas in the state, the employer or group of employers receiving work-based training services must pay a significant portion of the cost of the training as determined by Nebraska Department of Labor (NDOL), taking into account the size of the employer or group of employers and other factors NDOL determines appropriate. If you are working with an employer located in multiple local areas, email the employer's information, training needs, and any other relevant information to the Administrative Entity at ndol.greaternebraska@nebraska.gov. The Administrative Entity will then work with the State to complete the contract.

Allowable costs must be directly related to the training. CT funds may only be used to alleviate a portion of training expenses. Examples include instructor's training related wages, curriculum development, training curriculum and registration fees, textbooks, instructional materials and supplies, and certification exams.

Unallowable costs are costs not directly tied to the training. Examples include trainee's wages and fringe benefits, travel, food, lodging, training equipment, and any costs incurred prior to the approval date of the contract.

Time Limit

CT does not have a specified time limit, but will typically be classified as a short-term training opportunity.

Forms

The required CT forms for each participant consists of the following:

- Customized Training Contract ([CT- Contract & Conditions](#))
- Customized Training Plan/Reimbursement Invoice ([CT- Training Plan](#))

Each form must be completed in its entirety and uploaded to ECM under the above indexes highlighted in [blue](#).

Contract & Assurances

[Customized Training Contract & Assurances](#)

The CT Contract & Assurances outlines the rights and responsibilities of the employer, participant and the CT Service Provider. The CT Contract & Assurances is a non-financial agreement established between the NDOL and the employer, which establishes that the employer agrees to follow all the terms, conditions, and assurances.

The training contract must be developed between NDOL and the employer providing the training and is effective for one year or until all training plans initiated under this agreement are completed, whichever is later. The CT contract must be filled out in its entirety and signed by all parties involved prior to the start of the OJT. Save the completed contract and assurances here:

L:\Employment and Training\Employment & Training All\WIOA\Greater Nebraska\CT Contracts

If you are unsure if an employer has a valid contract you can reference this folder.

Enter the following information on the CT Contract & Assurances:

- **Employer Name, Address**
- **FEIN (Federal Employer Identification Number)**
- **Employer Contact Information**
- **Training Method**
- **Length of Training**
- **Employer's Share**
 - **Total Allowable Cost-** Total of the allowable costs directly tied to the training
 - **Employer's Portion-** Reference the Training Costs section above to determine the employer's share based off the company's size
 - **Employer's Share-** The career planner will calculate this number by multiplying the Total Allowable Cost by the Employer's Portion Percentage
- **Reimbursement Total**

- **Total Allowable Cost-** Total of the allowable costs directly tied to the training
- **Employer's Share-** The number calculated above to determine the Employer's share
- **Maximum Reimbursement Amount-** Subtract the Employer's Share from the Total Allowable Cost to calculate this number
- **Signatures**—Must be signed by the employer representative, regional manager and the representative of the collective bargaining agreement, if applicable.

Customized Training Plan/ Reimbursement Invoice

[Customized Training Plan/ Reimbursement Invoice](#)

The Training Plan identifies the financial and training obligation between NDOL and the participating employer(s). The plan is developed by the career planner in coordination with the employer. The plan outlines the activities and training tasks the employee will learn during the training period.

The Training Plan is specific to each WIOA participant; however, multiple training plans can be implemented under a single CT Contract during the one year duration of the CT Contract.

Throughout the CT the employer indicates attainment of skills by initialing beside the training tasks and provides the plan to the career planner at the end of the CT. Career planners must upload the document to ECM indexed under *CT Training Plan* each time an updated copy is received. The employer will also complete the Itemization of Actual Costs Incurred for Training section at the bottom of the form and submit with all receipts for reimbursement.

Enter the following information on the CT Training Plan:

- **Employer's Name**
- **Participant's Name**
- **Occupation**—Obtained from the Employer
- **Training Method**—See above *General Guidelines* section for example training methods
- **Length of Training**—Obtained from the Employer/Instructor
- **Employer's Share**
 - **Total Allowable Cost-** Total of the allowable costs directly tied to the training
 - **Employer's Portion-** Reference the *Training Costs* section above to determine the employer's share based off the company's size
 - **Employer's Share-** The career planner will calculate this number by multiplying the Total Allowable Cost by the Employer's Portion Percentage
- **Reimbursement Total**
 - **Total Allowable Cost-** Total of the allowable costs directly tied to the training

- **Employer's Share-** *The number calculated above to determine the Employer's share*
- **Maximum Reimbursement Amount-** *Subtract the Employer's Share from the Total Allowable Cost to calculate this number*
- **Signatures—** *Must be signed by the participant, employer representative, manager, and the representative of the collective bargaining agreement, if applicable*
- **Trainee Skill Gaps—** *Obtained from the Employer; This will include anything trainees are needing to learn*
- **Work Elements/Skills Chart—** *Chart will include all skills the trainee will obtain from training and the training method. The attainment of skills and supervisor's signature will be completed throughout the CT by the supervisor and submitted with the reimbursement invoice*

Itemization of Actual Costs Incurred for Training (This section should be completed by the employer)

- **Direct Staff Instructor Time-** *Total staff/instructor cost*
- **Training Materials/ Curriculum-** *Total cost of training materials*
- **Other-** *Total cost of all other allowable costs*
- **Total Cost of Training-** *Total of the three above costs*
- **Employer's Share-** *This is the share determined above on the form*
- **Amount of Reimbursement-** *This is the dollar amount WIOA will reimburse for the CT*
- **Signature—** *Must be signed by the employer representative*

Employer Reimbursement

Employer reimbursement requests will be submitted by the employer at the end of the CT contract. A "Request for Reimbursement" form must be submitted by the employer for the reimbursement request to be processed. The CT Training Plan/ Reimbursement Form must be accompanied with all receipts.

An employer must have a W-9 (formal tax document) on file with NDOL.

- Employers must complete the form and provide it to the career planner to submit with the CT payment.

For more information on completing the W-9 reference Section 19 Bill Pay Guide of this manual.

When submitting the CT bill pay packets reference section 19 Bill Pay Guide for the SA template and list of required documents.

Required Action

Complete the contract and assurances and training plan prior to the start of the CT. Complete the employer reimbursement section of the training plan when the CT is complete to submit the bill pay packet.

Required Action

Opening the NEworks Activity

If customized training may be of benefit to the participant, open the corresponding NEworks activity on the date the participant begins their training. Follow the Opening an NEworks Activity procedures in Section 4 Documentation. Open the corresponding IEP objective and case note the services provided.

| NEworks Codes & Service, Course or Contract Name | |
|--|---------------------|
| 304 | Customized Training |

Closing the NEworks Activity

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

If the participant completes their CT successfully and is happy with their employment, close all open activities, close the IEP and create a successful case closure. Ensure you select “yes” for entered employment.

If the contract ended prematurely the career planner will close the CT activity 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.

If the participant does not continue with the WIOA Title 1 program, the career planner will close all activities and create case closure.

Examples of prematurely ended contracts may include, the participant:

- Quit
- Was fired
- Received another job with another business

The CT Employer should retain the CT contract and supporting documentation for the participant.