

# Northwest Workforce Investment Board ADMINISTRATIVE PROCEDURES

## TABLE OF CONTENTS

ISSUANCE #	TOPIC	DATE
1	Exempt Status – Work Schedules	12/20/07
2	Accident Reports	07/07/04
3	Inclement Weather/ Administrative Leave	07/07/04
4	Line of Authority	03/29/11
5	Travel	02/07/08
6	Hiring Procedures	04/04/07
7	Use of computers, telephones, equipment	07/07/08
8	Fraud and Abuse Procedures	07/08/04
9	Salary Schedule	03/29/11
10	Job Descriptions	04/04/07
11	Drug-Free Workplace	07/08/04
12	Sunshine Law Resolution	12/07/10
13	Credential Policy (VOID)	07/08/04
14	Self-Sufficiency Standard	07/08/04
15	Individual Training Account	08/01/06
16	Family Medical Leave	
17	WIA Supportive Services Policy	03/29/11
18	Wellness Initiative for WIB staff	03/10/05
19	Signature Authority	03/29/11
20	Confidentiality Policy	04/04/07
21	Functional Management Implementation	05/08/07
22	Inventory Policy	03/29/11
23	Record Retention Policy	10/02/07
24	Program Income Policy	10/02/07
25	Working with FBO and CBO–EO 13279	10/03/06
26	Failure to Register for Selective Service	06/27/08
27	Nondiscrimination and Equal Opportunity Provisions of WIA Complaint and Grievance Policy	12/07/10
28	WIA Youth Incentive Policy	03/29/11

# Northwest Workforce Investment Board

## ADMINISTRATIVE PROCEDURES

Issuance No: 1  
Issuance Date: July 7, 2004, Revised December 20, 2007  
Subject: Exempt Status – Work Schedules

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WIB employees of North Central Missouri College shall be classified as “covered employees” or “exempt employees” as defined by the Fair Labor Standards Act. On this date, all employees in the Workforce Investment Board office are classified as exempt, based upon salary, job responsibilities, and function. Exempt WIB employees may adjust their work schedules to best meet the needs of their job duties; however, it remains the discretion of the Director to establish and approve work schedules and office hours. No more than 40 adjusting hours may be carried over to the next work week, and all WIB exempt employees certify their understanding that no benefits are due them as a result of overtime work. Regular office hours shall be established as 8:00 am to 4:30 pm. Employees may exercise flexibility in use of a lunch break, with the following options:

- 8:00 am to 5:00 pm with 1 hour lunch
- 8:30 am to 5:00 pm with ½ hour lunch
- 8:00 am to 4:30 pm with ½ hour lunch
- 8:30 am to 4:30 pm with no lunch
- 8:00 am to 4:00 pm with no lunch

# Northwest Workforce Investment Board

## ADMINISTRATIVE PROCEDURES

Issuance No: 2  
Issuance Date: July 7, 2004  
Subject: Accident Reports

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Whenever there is damage/ loss of property or injury to customers or staff, the incident should be reported to the Director immediately. In his/her absence, the report should be filed within 24 hours to Chief Fiscal Officer of North Central Missouri College. All pertinent information such as police reports, extent of damage, cause of injury, etc. should be included.

# Northwest Workforce Investment Board

## ADMINISTRATIVE PROCEDURES

Issuance No: 3  
Issuance Date: July 7, 2004  
Subject: Inclement Weather/ Administrative Leave

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Due to severe weather, acts of God, or the immediacy of threat/ danger, administrative leave may be declared by North Central Missouri College. If it is declared as a result of severe weather, it is usually announced on KTTN prior to 7:30 am. Due to our unique relationship to North Central Missouri College as employer, and our physical separation from them; it is possible that we will not learn about an administrative leave declaration until after the fact. In that eventuality, all WIB employees will receive equal time off on a future date for the amount provided to other NCMC employees. Also, due to the distances that WIB employees travel to work, it is possible some may experience weather conditions different from that in the Administrative office location. Therefore, all WIB employees may exercise the option to use Personal or Vacation leave at any time they do not feel safe to report to work. They are responsible for notifying their direct supervisor no later than ½ hour after their normal work schedule commences.

# Northwest Workforce Investment Board

## ADMINISTRATIVE PROCEDURES

Issuance No: 4  
Issuance Date: July 7, 2004, revised April 4, 2007; March 29, 2011  
Subject: Line of Authority

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In order for the WIB office to maintain continuity of operations, it is necessary for there to be a clear line of authority in the absence of key staff. The Fiscal Manager shall be appointed to act on behalf of the Director in his/her absence and will be the person designated to respond to questions and concerns.

# Northwest Workforce Investment Board

## ADMINISTRATIVE PROCEDURES

Issuance No: 5  
Issuance Date: July 7, 2004 – revised 1/29/07, 6/26/07, 1/15/08,  
2/07/08, 7/10/08  
Subject: Travel

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- I. AUTHORITY TO TRAVEL – All WIB employees who are required by official duty to travel both within and outside the eighteen county region must obtain permission prior to travel. For travel which does not require overnight lodging, verbal permission may be obtained. For overnight travel, written travel authorization should be secured from the Director in advance of departure.
  
- II. REIMBURSEMENT – All WIB employees will be reimbursed for actual expenses for approved travel by submitting an expense voucher no later than 60 days after travel. All expenses, except mileage reimbursement, require a receipt/ invoice for payment. Auto rental requires the prior approval of the Director. Expenses which may be reimbursed include:
  - airfare
  - auto rental / taxi
  - parking/ toll fees
  - miscellaneous expenses
  - mileage reimbursement at the approved IRS rate/mile
  - meals; not to exceed 130% CONUSReimbursement will normally be based upon departure from the WIB office or home, whichever results in the lower reimbursement. If circumstances require the employee to report to the office prior to departure, reimbursement may begin from the office. Under normal circumstances, WIB employees will not be reimbursed for travel from home to the WIB office. When possible, a tax letter should be provided to the hotel to avoid being assessed state taxes. Meals within the employee's domicile will not normally be reimbursed, except when the employee is required to attend a meal function as part of their normal duties or is acting in official capacity during a meal.
  
- III. WORK SCHEDULE DURING TRAVEL – The very nature of work-related travel implies that the employee will be working outside of the normal work schedule. Employees may claim "*hours worked*" for work and/or travel while away from home. Additionally, when the WIB employee departs from home before normal work hours or returns after normal work hours, the difference between departure/ arrival time and normal hours may be adjusted in their future work schedule.

# Northwest Workforce Investment Board

## ADMINISTRATIVE PROCEDURES

Issuance No: 6  
Issuance Date: July 7, 2004, Revised April 4, 2007  
Subject: Hiring Procedures

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- I. Application Procedures
  - Send procedural memo to College President and/or Human Resources Manager for approval
  - Update job description
  - Advertise vacancy – to include brief description of job, filing deadline, and EOE statement
    - Post opening on Great Hires.com
    - Notify Media
- II. Screening/ Interview Procedures
  - Multiple WIB employees screen and rank applications
  - Develop interview format
  - Arrange/ conduct interviews with selected applicants
- III. Selection Procedures
  - Rate and score evaluations
  - Perform reference check on top candidate(s)
  - Send hiring recommendation to Board President
  - Notify selected applicant of contingency hiring status
  - Board of Trustees approval of selection
  - Notify all applicants
  - Complete employment contract/ orientation
- IV. General Procedures
  - All applications submitted will be retained for at least one year.
  - Strict confidentiality must be maintained in each phase of hiring.
  - All hiring activities shall conform to both the letter and the spirit of applicable regulations. Specifically, the WIB wants to be proactive in seeking a diverse staff.

# Northwest Workforce Investment Board

## ADMINISTRATIVE PROCEDURES

Issuance No: 7  
Issuance Date: July 7, 2004; Revised July 7, 2008  
Subject: Use of computers, telephones, and other equipment

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Equipment purchased and maintained by the WIB office should be used for their intended purpose. Personal use should be kept to a minimum. North Central Missouri College Board Policy Manual 3.6.00 and 3.11.00 reinforce the limitations on use of college resources, personnel, and equipment.

Because electronic communication is vital to the function of most WIB staff, a monthly communication allowance of \$30 will be provided to each staff. This allowance is intended to support each staff member's individual determination of equipment/provider need based on their specific job functions, but must ensure that all staff are able to fulfill the requirements of their job description – including daily response to queries from subcontractors/customers. Staff may use this allowance for cell phones, blackberries, personal laptops, or other communication equipment, software, or service provider fees. This communication allowance should be requested on the monthly expense statement but does not require a receipt. This procedure will take effect September 1, 2008.

# Northwest Workforce Investment Board

## ADMINISTRATIVE PROCEDURES

Issuance No: 8  
Issuance Date: July 8, 2004  
Subject: Fraud and Abuse Procedures

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DWD Issuance 02-03 makes reference to 20 CFR Part 652, Section 667.630 which requires reporting of criminal fraud, waste, abuse, or other criminal activity. It is the policy of North Central Missouri College and the Northwest Workforce Investment Board that the highest standard of ethical conduct be maintained by Board members, contracted agencies, and staff alike. To achieve and maintain this standard, there are various policies, procedures, and activities:

- NCMC Board Policy Manual
- Northwest WIB Administrative Procedures
- Financial Procedures Manual
- College Audit
- Travel Procedures
- Time sheets
- Inventory control
- Annual Fiscal Monitoring/ Program Evaluation
- Annual Continuous Improvement Review

In those rare circumstances when established standards are not met, this procedure should guide actions. For purposes of this procedure, the following definitions will be used:

Fraud – intentional perversion of the truth in order to induce another to part with something of value.

Abuse – intentional misrepresentation for personal gain.

Waste – intentional or neglectful use of resources which minimizes their intended effect or contribution.

It is the shared responsibility of all WIB staff to communicate openly any concerns of irregular practices which involve travel expenses, payroll, procurement, time sheets, agency equipment/ supplies, or any other business/ financial records. However, it is not the responsibility of employees to investigate or determine if fraud or abuse has actually occurred. Upon receiving a report of irregular practice, the Director shall:

1. Ensure necessary precautions are taken to prevent recurrence.
2. Determine whether partial or full recovery is possible (fidelity/ surety bonds, liability insurance, employee repayments, etc.).
3. Conduct preliminary investigation through interviews and/ review of records.
4. If necessary, conduct in-person interviews.

Cases of fraud and abuse will be determined on an individual basis. The Director may consider verbal warning, written warning, probation, or termination based upon the severity of the infraction. In case of charges against the Director, the College President and WIB Chair shall be notified to serve in the investigative and hearing role. If necessary, they will make a final recommendation to the Workforce Investment Board and the Board of Trustees. Any cases of confirmed fraud, waste, or abuse by contracted agencies of the WIB that rise to the level of disciplinary action must be reported to the WIB Director as soon as is legally possible. In all cases where WIB or contracted agency situations result in criminal charges being filed, the Workforce Investment Board, the College President, and the Division of Workforce Development must be notified immediately and concurrently.

# Northwest Workforce Investment Board

## ADMINISTRATIVE PROCEDURES

Issuance No: 9  
 Issuance Date: July 8, 2004; revised June, 2007; March 29, 2011  
 Subject: Salary Schedule

### Workforce Investment Board Salary Schedule – rev. 2011

		STEPS									
		1	2	3	4	5	6	7	8	9	10
G R A D E S	1	13,520	14,196	14,906	15,651	16,434	17,256	18,119	19,025	19,854	20,847
	2	21,632	22,714	23,850	25,043	26,295	27,610	28,991	30,441	31,963	33,561
	3	34,611	36,342	38,159	40,067	42,070	44,174	46,383	48,702	51,137	53,694
	4	55,378	58,147	61,054	64,107	67,312	70,678	74,212	77,923	81,819	85,910

- Minimum wage (\$7.25/ hour) is the base for this schedule (Grade 1, Step 1)
- 60% differential between each grade from grade 2 through grade 4
- 5% differential between each step
- Schedule will be reviewed annually, revised as necessary

#### Examples of Positions by Grade

- Grade 1 – Support functions;  
                   i.e clerical, receptionist, data entry, etc.
- Grade 2 – Coordinating functions;  
                   skilled clerical, WIB coordination, office coordination
- Grade 3 – Management functions;  
                   Operations, Fiscal, etc.
- Grade 4 – Executive Management

Only Grade 4 (Director) shall be considered an AMP(Administrative, Management, or Professional) position and therefore be eligible for certification in the Public School Retirement System / accumulate 20 days of vacation leave per year. All other WIB employees will participate in the Non-Teacher's School Employee Retirement System and will accumulate leave based upon the College classified staff schedule. All WIB positions are considered exempt under Fair Labor Wage and Hour standards.

# Northwest Workforce Investment Board

## ADMINISTRATIVE PROCEDURES

Issuance No: 10  
Issuance Date: July 8, 2004, Revised April 4, 2007  
Subject: Job Descriptions

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All current job descriptions for WIB staff are attached.

# Job Description

## Director, WIB

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*Reports to President of the College  
Revised January 2006*

- Provide human resources management for WIB staff office
- Serve as liaison between Workforce Investment Board and State
- Serve as liaison between the Chief-Elected Officials and the State
- Serve as liaison between NCMC/ CEO/ and WIB
- Provide general oversight to the Northwest One-Stop system
- Facilitate the contract selection and oversight of Northwest Region Subcontractors for WIB
- Facilitate the final resolution of programmatic/ fiscal findings
- Coordinate WIB/ CEO meetings and agenda
- Ensure that appropriate, adequate, and timely information is compiled in WIB Business Meeting packets which will support informed decision-making
- Develop and monitor budget
- Interpret and relate laws, regulations, and MTEC/ State directives
- Attend training and meetings as necessary to meet goals of the Northwest Region CEOs and WIBs

# Job Description

## Operations Manager

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*Reports to Director  
Revised April 2008*

- Provide information to selected contractors on a regular basis that will support successful program implementation for various WIB funding sources including, but not limited to WIA and CAP
- Maintain and distribute up-to-date laws, regulations, guidance, directives, and issuances related to program implementation
- Develop, update, and train subcontractors in the Scopes of Work for program implementation
- Maintain current updated Policies and Procedures Manual
- Organize and conduct monitoring activities in order to assess program implementation against the Scopes of Work
- Provide technical assistance to subcontractors in ToolBox 2.0 as it relates to program operations
- Review/ approve OJT reimbursement vouchers submitted by contractors for payment
- Prepare and submit various program tracking reports to the Director/ Workforce Investment Board as requested
- Assist in the competitive procurement of WIA/CAP contractors
- Provide relevant information to Director/ Workforce Investment Board in:
  - \* the evaluation and selection of program implementers
  - \* the oversight of program implementers
  - \* the development of corrective actions
- Assist in the implementation and ongoing assessment of Career Center activities which support certification
- Other duties as assigned

# Job Description

## Workforce Development Manager

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*Reports to Director*

*Revised April 2008*

- Provide Project coordination for special projects of the WIB (including Skills Gap Implementation)
- Coordinate the regional marketing efforts, including oversight of the WIB website.
- Facilitate joint and coordinated training between all workforce development partners, as appropriate.
- Develop and prepare grant applications as necessary on behalf of the Interagency Team, WIB, and CEOs.
- Merge workforce development partners perspectives into a unified collaborative long-range plan. Submit modifications as needed.
- Serve as the Rapid Response Coordinator for the Northwest Region by facilitating communications between the State Division of Workforce Development and the implementers of the WIA Dislocated Worker programs.
- Facilitate the implementation of the regional Business Services Plan through WIB, subcontractor, and partner staff.
- Assist in the implementation and ongoing assessment of Career Center activities in order to promote continuous improvement which supports certification.
- Interpret and relate laws, regulations, and MTEC/ State directives.
- Other duties as assigned

# Job Description

## Fiscal Manager

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*Reports to Director  
Revised March 2008*

- Perform functions associated with the accounting, budgeting, and cash management of all WIB funds\*
- Procure equipment and supplies as necessary
- Maintain oversight of inventory and property records
- Assist in the maintenance of personnel records\*
- Complete payroll and related records; distribute payroll checks\*
- Facilitate the resolution of audits, reviews, incident reports, and other findings
- Assist in the preparation and conduct of annual audit
- Provide monitoring/ oversight of program implementers financial records and reports
- Assist in the competitive procurement of WIA/CAP contractors
- Design and modify WIB contracts with program implementers
- Assist in the arrangements, expense, and reimbursements for WIB meetings and WIB/ staff travel
- Other duties as assigned

\* In conjunction with NCMC Business office

# Job Description

## Youth Coordinator

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*Reports to Director  
Revised January 2006*

- **Responsible for the effective operation of the Youth Council, including all aspects of membership recruitment and appointment, notice and documentation of meetings, and ongoing staff support to Council functions**
- **Serve as liaison between Youth Council and the WIB**
- **Establish strategic relationships with other youth alliances and associations for the purpose of program/ service development**
- **Provide information to Youth Program Operators on a regular basis that will support successful, innovative program implementation**
- **Maintain and distribute relevant laws, regulations, guidance, directives, and issuances to Youth Program Operators**
- **Assist with the competitive procurement of Youth Program Operators; develop and/or update the Scope of Work for Youth program**
- **Prepare and submit various program tracking reports related to Youth programs**
- **Provide assistance and support in office supplies procurement, data management, and maintaining adequate official forms**
- **Assist with the regional marketing efforts, including maintaining the WIB website in conjunction with NCMC technical staff.**
- **Provide logistical and clerical support to CEOs and WIB in the recruitment and appointment process for the WIB.**
- **Other duties as assigned**

# Northwest Workforce Investment Board

## ADMINISTRATIVE PROCEDURES

Issuance No: 11  
Issuance Date: July 8, 2004  
Subject: Drug-Free Workplace

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Public Law 100-690, the Drug-Free Workplace Act of 1988 requires federal contractors and grantees to certify that they will maintain a drug-free workplace by:

- the development and distribution of a drug-free workplace statement
- the certification that each employee has received the statement
- the provision of a drug awareness program

The health and safety of WIB employees, contracted agencies, and customers is paramount. Clearly, the use, possession, or sale of drugs in the workplace poses serious risks to all. Drug abuse in the workplace results in accidents and injuries, lower productivity, increased absenteeism and tardiness, and legal complications for employees and employers. For these reasons, and to comply with PL 100-690, the WIB is committed to maintaining a drug-free workplace. North Central Missouri College Board Policy Manual 7.2.00 specifies substances that are prohibited from any college property.

Therefore, it is the express policy of the Northwest WIB that the unlawful manufacture, distribution, dispensing, possession, or use of controlled substances by an employee while on duty or on work site premises is prohibited. All contracted agencies will provide certification of compliance with PL 100-690 as part of their contractual assurances.

# Northwest Workforce Investment Board

## ADMINISTRATIVE PROCEDURES

Issuance No: 12  
Issuance Date: July 8, 2004; Revised December 7, 2010  
Subject: Sunshine Law Resolution

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Public governmental bodies must comply with specified procedures that insure openness.  
(Sections 610.015-.028, RSMo 1994 and Supp. 1999.)

- A. Proper notice of meetings requires that the public governmental body provide the time, date, place, and a tentative agenda for the meeting. Absent good cause for impossibility or impracticality, this notice must be posted in a prominent place clearly designated for such notices and easily accessible to the public at least 24 hours prior to the meeting. (Section 610.020, RSMo Supp.1999.)
- B. Before a public governmental body may close a meeting, it must first comply with the notice requirements for open meetings. Closing a meeting also requires an affirmative public vote of a majority of a quorum of the public governmental body and a public statement of the reason and specific statutory section authorizing closure of the meeting. (Section 610.022, RSMo Supp. 1999.) Public governmental bodies also must make available their public records for inspection and copying by the public within three business days of the request for inspection and/or copying unless the custodian provides a detailed explanation of the reasonable cause for a delay. (Section 610.023, RSMo Supp. 1999). If a request for access is denied, the custodian must provide, upon request, a written statement of the grounds for such denial. (Section 610.023.4, RSMo Supp. 1999). Fees for copying public records shall not exceed the actual cost of the search and duplication. (Section 610.026, RSMo Supp. 1999.)
- C. Each public governmental body must provide a reasonable written policy complying with the Sunshine Law regarding the release of information on any meeting, record, or vote. (Section 610.028.2, RSMo 1994.)

Therefore, the Northwest Workforce Investment Board declares as policy that all meetings, records, votes, actions, plans, and deliberations of this body shall be open to the public unless otherwise provided by law. All meetings of the Northwest Workforce Investment Board shall be posted on the WIB website, through mailing to media outlets in each of the three subregions it serves, and/or by notice to each of the Chief-Elected Officials in the eighteen county region at least one week prior to meeting. Further, the WIB Director is hereby appointed custodian of records and is located at 912 Main, Trenton, MO 64683. Requests for records and information regarding the Northwest Workforce Investment Board shall be requested in writing to the above address, Attn: Director. The staff of the NW WIB shall respond to requests for open meeting records within 72 hours of such. If portions of the requested records are closed, the NW WIB staff will segregate the closed portions and provide the requestor with the balance of the requested records.

# Northwest Workforce Investment Board

## ADMINISTRATIVE PROCEDURES

Issuance No: 13  
Issuance Date: July 8, 2004  
Subject: Credential Policy

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In accordance with TEGL 7-99, and for purposes of calculating Performance Measure #4 (Adult Employment and Credential Rate), Missouri is defining a “credential” as both:

1. *the traditional nationally or state-recognized degree, certificate, diploma, or degree* that is most often the result of occupational skills training provided by a WIA-approved training institution, or
2. *a locally-documented certificate that identifies specific skills or competencies that have been demonstrated* that is most often the result of on-the-job training provided by an employer.

(See DWD Issuance on WIA Credential Definition)

A Certificate of Skill Completion is attached for use in documenting an OJT credential. The Contract with the employer should also specify what skills or competencies are to be demonstrated as a result of the OJT.

In order to maintain integrity in “credentialing”, the Northwest Region will make full use of short-term pre-vocational services (STPV) for those areas that do not reasonably result in skill mastery or attainment of competencies. As defined in WIA Section 134 (d)(3)(C)(vi), STPV includes learning, communication, interviewing, punctuality, personal maintenance, or professional conduct skills and must be less than six months in duration. Because STPV is an intensive service, not a training service, an individual training account (ITA) is not used. The decision to offer STPV as an intensive service, rather than progressing to OJT as a training service is multi-faceted, and may relate to the definition of STPV, the activities offered to learn skills, and the complexity of the skills being learned (SVP level). The WIA Title I Operator should base their decision on the specific needs and abilities of the customer.

**AS OF 10/03/06  
NULL AND VOID  
SEE DWD ISSUANCE 02-06**

# Northwest Workforce Investment Board

## ADMINISTRATIVE PROCEDURES

Issuance No: 14  
Issuance Date: July 8, 2004  
Subject: Self-Sufficiency Standard

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Recognizing their responsibility to set the criteria for determining whether employment leads to self-sufficiency (CFR 663.230), and therefore, to whom WIA Title I intensive and training services will be delivered, the Northwest Region Workforce Investment Board approves the following definitions:

- **Disadvantaged Adults**

The attached matrix is the Missouri Self-Sufficiency Standard, initiated by the Missouri Women's Council, and compiled by Research and Planning, Department of Economic Development. The self-sufficiency standard (SSS) specifies the income needed for a family to meet its basic needs, including housing, taxes, child care, food, transportation, medical, clothing and related expenses. The SSS considers family size, family composition, and county of residence. Employment which provides compensation equal to, or above the equivalent of a full-time SSS wage will be considered the criteria for determining self-sufficiency for the Disadvantaged Adults program.

- **Dislocated Workers**

Because dislocated workers may have established a different standard of living, and therefore, have higher financial obligations, the criteria for determining self-sufficiency for a dislocated worker is defined as **85%** of the wage earned at time of lay-off. Even though displaced homemakers are defined as dislocated workers and should be enrolled as such, their standard for self-sufficiency cannot be based on pre-layoff wages. Therefore, the self-sufficiency standard established for disadvantaged adults shall apply to displaced homemakers.

- **Consideration of Special Needs**

In those cases where individuals with disabilities or other barriers to employment have wages which exceed the approved definitions of self-sufficiency, the Title I program operators may request a waiver to these established criteria from the WIB Administration. Requests for waiver should be in writing and should include relevant personal information upon which the request is based.

- **Consideration of Individual Employability Plan**

Eligibility for intensive and/or training services will be maintained until the completion of courses of study or other activities for skill attainment; as long as these goals were clearly articulated in the Individual Employability Plan.

# Northwest Workforce Investment Board

## ADMINISTRATIVE PROCEDURES

Issuance No: 15  
Issuance Date: July 8, 2004 – Revised August 1, 2006  
Subject: Individual Training Account

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Individual Training Accounts will be the funding mechanism for classroom and occupational skills training. Title I Operators will utilize the following criteria for determination of individual access to training resources:

- Unable to secure or retain employment through intensive services
- In need of training and likely to succeed in the selected course of training
- Training selected is directly linked to employment opportunities
- Require financial assistance
- Can meet one of the following eligibility priorities:
  1. Cash assistance or food stamp recipient
  2. Income does not exceed higher of OMB guidelines or 70% of LIL
  3. Homeless (Stewart McKinney Act definition)
  4. Foster child
  5. Disabled with individual income that would meet one of the first two categories, even if the family income does not.

Considering reasonableness of cost for a selected program of training, the Title I Operators will issue a training voucher up to a prescribed amount, but not to exceed \$5000 per person, per year. (Exceptions to this ceiling would require approval of the Workforce Investment Board.) Such voucher may be used only for tuition and related education costs (books, fees, etc.) for the approved program of training. The voucher amount will be reduced proportionate to other financial resources available to the customer. The voucher will also have an expiration period, determined by the issuing Title I Operator. While the customer will have their choice of training providers, the provider must be a certified training program/provider, and must demonstrate acceptable placement rates in, and related to, the selected program of training.

Finally, while all workforce development partners in the Northwest Region support informed choice by the customer, the Workforce Investment Board allows for guidance by Title I Operators during the "consultation with the case manager" described in CFR 663.440. This guidance may include avoiding certain courses of study (based upon occupational demand, reasonable cost, or labor projections) or particular training providers (based upon reasonable cost, placement history, relevance to occupation). Interested parties to such decisions have a right to appeal if they feel they can demonstrate that all facts were not fairly considered. Appeals of such decisions shall be in writing to the Executive Committee of the WIB within 30 days of notification of such decision. The final determination shall be made by the full Workforce Investment Board.

Northwest Workforce Investment Board  
ADMINISTRATIVE PROCEDURES

Issuance No: 16

Issuance Date:

Subject: Family Medical Leave

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See the North Central  
Missouri College  
Personnel Manual

# Northwest Workforce Investment Board

## ADMINISTRATIVE PROCEDURES

Issuance No: 17  
Issuance Date: July 8, 2004, Revised April 4, 2007; March 29, 2011  
Subject: Supportive Services Policy

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### **Northwest Region Supportive Service Policy for WIA Adult / Dislocated Worker and Youth Programs** *Effective - July 1, 2011*

The definition of supportive services is generally any type of payment that is necessary to enable a participant to participate in an authorized activity under Workforce Investment Act (WIA). In all cases, an Individual Employment Plan for WIA Adult and Dislocated Worker and Youth programs and an Individual Services Strategy (ISS) for WIA Youth must contain the need for, and extent of, supportive services, as well as case note documentation of the linkage of payment for the supportive services to an authorized activity. Supportive services should only be provided when the services are not available elsewhere, since WIA is considered funding of last resource, and only under the guidelines and limits that follow:

*Supportive Services are designed to assist WIA Adult, Dislocated Worker and Youth program participants in securing and sustaining employment and credential attainment. In addition, supportive services are available to enrolled WIA Adult, Dislocated Worker and Youth participants who are actively participating in WIA approved activities. Temporary suspension of supportive services can be approved at the program director and coordinator discretion based on individual lack of participation.*

Supportive services are not entitlements and all supportive services requests must be supported by demonstration of a need. The need will be demonstrated by completing the Assessment section, Financial Needs tab in Toolbox 2.0. All supportive services must link back to employment or education goals identified in the Individual Employment Plan, youth must also include those goals on the Individual Services Strategies Goal Planning Worksheet. Supportive service payments must be submitted on the Participant Voucher.

All documentation must support the service dates being paid for. All appropriate supportive documentation and vouchers including appropriate signatures must be provided in the customers file. For WIA Adult and Dislocated Worker Toolbox 2.0 service 403 Supportive Services, must be opened within 30 days of the date(s) the cost was incurred. For WIA Youth Toolbox 2.0 service 507 Supportive Services, must be opened within 30 days of the date(s) the cost was incurred. Costs incurred prior to program enrollment are not allowable. At the time 403 or 507 Supportive Services is

opened in Toolbox 2.0 a case note must be entered stating what has been offered to the customer including type of service, total amount offered and date(s) range and if it is a one-time payment or a reoccurring obligation. Once the expense is incurred a detailed case note must indicate type of supportive service, dates and amount paid.

Supportive Services will not exceed \$2,000 per person per program year for childcare, transportation or other.

*Supportive Services for youth may include the following:*

- Child Care
- Transportation – mileage reimbursement / vehicle repair
- Other - reasonable expenses required to keep an eligible WIA participant in an activity

## **Child Care**

Childcare will be paid based on contracted days and will be supported by a class schedule and daycare provider attendance sheet. Each participant must apply for state childcare assistance prior to receiving WIA childcare supportive services. Childcare costs will be paid directly to the participant and the participant is responsible for paying their childcare provider. Childcare may be paid during school breaks to ensure continued availability only if it is documented in the childcare provider's policy.

Maximum Childcare rates will be as follows, if funding is available up to:

\$10 per day for one child, maximum

\$15 total for two or more children, maximum

## **Transportation**

Mileage Reimbursement: will be paid based on the roundtrip mileage from the participant's home directly to the training facility and back. Verification documents must be obtained prior to payment. Mileage can be calculated using MapQuest or Yahoo maps and the lesser will be used for calculations of mileage. WIA funds will be funds of last resort.

Roundtrip Transportation rates will be \$0.32 per mile, if funding is available.

Vehicle repairs: costs must be directly linked to an allowable activity. Required documentation: 1.) copy of title or registration showing that the client or their parent/guardian legally owns the vehicle; 2.) proof of car insurance; 3.) if someone other than the participant owns the vehicle an Applicant Statement explaining that the owner allows the participant to use the vehicle as their primary means of transportation. The owner must sign the Applicant Statement as the witness. Only one vehicle repair will be allowed per program year.

Transportation and vehicle repairs may be not paid for the same timeframe. Mileage reimbursement supportive services are to be paid one week at a time. The participant cannot receive mileage reimbursement and vehicle repairs during the same week. If

vehicle repairs are paid, no transportation will be paid during the same week. The proportionate share of the vehicle repairs will be deducted from the total amount of supportive services obligated to the participant and must not exceed the maximum amount allowed per person per program year.

### **Other Supportive Services**

All other supportive services must be necessary to enable an individual to participate in services authorized under and consistent with Title I of WIA. The support must be necessary for the participant to continue their education, obtain employment or retain employment. The following is a list of other supportive services that are allowed: background check, application fees, uniforms, tools, one time rent or one time utility assistance and car insurance. Any other supportive service requests must have prior approval by the WIB.

To qualify for background check: it must be directly work or education related in order for the participant to obtain employment or for admission in post secondary education; documentation must include a statement from the employer or education institution stating the requirement.

To qualify for application fees: the post secondary education facility must require an application fee for application; documentation from the education institution stating required application fee must be provided.

To qualify for clothing assistance: the clothing items must be directly related to their occupational goal; clothing that is allowed to be purchased includes uniforms and footwear required as part of the uniform for employment or job interview clothing. No undergarments, makeup, hair accessories or personal hygiene items are allowed. If a uniform for a job is purchased and the participant is fired or quits that job, no additional supportive services may be used for other uniforms during the same program year. Clothing is limited to \$150 per program year. Documentation must include an applicant statement requesting the items to be purchased.

To qualify for tools or equipment: the items must be a directly work related expense and a required purchase by the employer. The items purchased will remain property of the participant and not the employer; documentation proof that the employer requires items to be purchased by the employee in order perform their job duties must be provided.

To qualify for rent assistance: the participant must indicate a need and sign an applicant statement requesting the assistance. Rent assistance is limited to one time per program year in the form of the first month's rent. Deposits are not allowable because the amount may be reimbursed to a participant at a later date. Payment of late fees or interest charges are not allowable. Required documentation: copy of a signed lease with participant's signature.

To qualify for gas or electric utilities assistance: the participant must indicate a need and sign an applicant statement requesting the assistance. Gas or electric utilities assistance is

limited to one time per program year. Deposits or start up costs are not acceptable. Required documentation: shut off notice and a case note documenting that the participant attempted to receive this assistance elsewhere, but was determined ineligible (by local Community Action Agency or FSD energy assistance program).

To qualify for car insurance assistance: documentation of linkage to authorized activity must be in case note; the participant must complete an applicant statement and indicate a need. Car insurance assistance is limited to one time per program year and only for start-up cost and one month premium. No pre-payment of premiums are allowable. Required documentation: copy of title or registration showing that client or their parent/guardian legally owns the vehicle and invoice from insurance provider.

Payments of luxury items are not allowed. These items include: telephone services, cable service or air conditioning for home or vehicle.

## **Guidelines for Supportive Services**

The Workforce Investment Act is not an entitlement program.

Once you have enrolled in the program you will continue to be enrolled until you complete school and/or have been employed for a few months.

In order for us to monitor our funding, it is important for us to pay expenses within the timeframe in which they are incurred, within 45 days. It is also necessary to monitor each semester so we can plan accordingly.

We are not able to obligate tuition and support services for more than one semester. Within 3-4 weeks prior to the beginning of each semester call to arrange an appointment to complete the required documents.

Funding will be strictly on a first come-first served basis. Supportive services such as childcare and transportation reimbursements are also permissible pending the availability of funding.

The reimbursement policies will be effective from July 1, 2011 to June 30, 2012 and will apply to each participant. Your cooperation will ensure your reimbursement. If you have any questions, please contact us. All assistance is contingent upon available funding.

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Participant Signature / Date

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Parent/Guardian (if applicable) / Date

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Team Member Signature / Date

# Northwest Workforce Investment Board

## ADMINISTRATIVE PROCEDURES

Issuance No: 18  
Issuance Date: March 10, 2005  
Subject: Wellness Initiative for WIB staff

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In recognition that a work environment /culture that supports the health and well-being of employees contributes directly to higher productivity, reduced medical and insurance costs, and increased morale; a comprehensive wellness initiative will begin May 1, 2005 for all WIB employees. This initiative is designed around the six dimensions of wellness: intellectual, physical, emotional, spiritual, social, and occupational.

Each employee will develop an Individual Wellness Plan (IWP) to be included in the annual performance evaluation. The IWP should include at least the following three elements:

1. A self-reflective narrative evaluating progress toward goals established in the prior year;
2. A statement of clear and measurable goals in at least two of the six wellness dimensions; and
3. A declaration of usage option selected.

Employees must select only one of the following usage options, and may only change the option selected in the annual IWP:

- Direct reimbursement for allowable wellness expenses up to \$1000 per year (see examples below); or
- Paid time off to extend lunch break or allow for later begin/ earlier end to regular work schedule, not to exceed ½ hour per work day; or
- Paid "sabbatical" leave – see 5.12.65 of the Board Policy Manual (Only the Board of Trustees may approve this option)

In each case, activities being reimbursed or undertaken during paid time off/ sabbatical must align with goals established in the IWP.

Allowable wellness expenses may include: memberships to fitness facilities, subscriptions to magazines or other periodicals in any of the six wellness dimensions, purchase of fitness equipment, hardware/software, literature, or relevant classes, cessation programs, massage therapy, hypnotherapy, counseling sessions, marital/family therapy or classes, weight reduction programs, and tuition allowance for College courses other than NCMC (up to \$70 per credit hour with approval of the President) - see 5.12.80 of the Board Policy Manual. Other reimbursement requests must be approved by the WIB Director.

# Northwest Workforce Investment Board ADMINISTRATIVE PROCEDURES

Issuance No: 19  
Issuance Date: October 17, 2006; revised March 29, 2011  
Subject: Signature Authority

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At their regularly scheduled meeting on October 3, 2006, the Northwest Workforce Investment Board unanimously passed a resolution to give authority to the Workforce Investment Board Director to sign grants and contracts on behalf of the Board.

In the Workforce Investment Board Director's absence, the WIB Fiscal Manager is authorized to sign grants or contracts on behalf of the Board, providing his/her initials next to the signature as attestation. The North Central Missouri College Vice President of Administrative Services is authorized to sign documentation on behalf of the Board when the WIB Fiscal Manager authorizes transactions.

# Northwest Workforce Investment Board

## ADMINISTRATIVE PROCEDURES

Issuance No: 20  
Issuance Date: April 4, 2007, revised January 6, 2009  
Subject: Confidentiality Policy

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All staff of the Workforce Investment Board, subcontracting agencies and/or consultants who use the ToolBox case management system as they carry out their duties in the workforce development system will comply with the Missouri Workforce Development System Confidentiality & Information Security Plan, Issuance 01-2008. Prior to being assigned an access code to Toolbox, the staff or consultant will be required to demonstrate knowledge of this Confidentiality & Information Security Plan (later referred to as The Plan) by passing an electronically-administered exam. Staff or consultants who do not use ToolBox, but have access to confidential information as defined in The Plan will be required to sign the Northwest WIB Oath of Confidentiality stated below, or comply with their own agency confidentiality policies. Documentation of confidentiality agreements will be maintained by the Program Operations Manager. In addition to the exams and oaths, the confidentiality policy statement is incorporated in the Northwest Business Plan, which serves as our Memorandum of Understanding.

“It is understood that the development, implementation and continuous improvement of the Career Centers will require mutual trust and teamwork between the partner agencies, all working together to accomplish the shared goals. It is further understood that respect and appropriate use of customer’s personal data is a requisite for partner participation in the workforce development system. Through their signature on the Business Plan, all partners agree to the Oath of Confidentiality, included as Attachment 9.”

### **Oath of Confidentiality**

Serving as a member of the workforce development system in Northwest Missouri, I understand that, by virtue of my position, I may have access to confidential records of various Departments and Divisions of the State and Federal government. I agree to guard this information from exposure and to adhere to all ethical and regulatory provisions regarding the divulging of information. I understand that I may discuss this information with appropriate personnel only, and only as is necessary to discharge the duties of my position. I further understand that violation of this Oath of Confidentiality could result in disciplinary action. My signature below confirms that I have read, understand, and accept the above Oath of Confidentiality.

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Signature

Date

# Northwest Workforce Investment Board

## ADMINISTRATIVE PROCEDURES

Issuance No: 21  
Issuance Date: May 8, 2007  
Subject: Functional Management Implementation

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DWD Issuance 13-06 provides guidance on the roles and responsibilities of One-Stop Operators, DWD Regional Coordinators, Managers, and Supervisors. It also emphasizes the original intent of Public Law 105-220 – The Workforce Investment Act of 1998 related to a streamlined One-Stop delivery system. While Missouri in general, and the Northwest Region, in particular, have made great strides in integrating services, there is still progress to be made in the integrated administration of these services. To that end, Issuance 13-06 describes the role of a functional manager in a Missouri Career Center.

All workforce development research regarding the selection of the One-Stop Operator (OSO)/ functional manager emphasizes the benefits of a neutral party who has no vested interest or plays no role in the delivery of any specific program service. This neutrality obviously allows them to maintain impartiality when coordinating the services and functions of the Center. Additionally, it allows them to focus their full attention on the administrative and operational issues of the Center rather than operating a specific program.

While contracting for a One-Stop Operator is the normal process for acquiring these services, there have been models where the OSO is instead employed by the Workforce Investment Board. By its very nature described prescriptively in law, the WIB is a neutral party and is equipped and commissioned to provide general oversight to all workforce activities in their designated region. Our experience has been that every agency or organization with whom we have partnered, either as a WIA Title 1 Operator or on special projects under Skills Gap or Skilled Workforce Initiatives, has their own primary mission which may overlap a lot or a little with the mission of the WIB. Procuring an OSO through contract with an agency/ organization involves the agency “filter” on the functional manager’s commitments and focus. Their job description may be OSO functional manager, but they may also be expected to perform additional duties for the organization who has employed them. Procuring an OSO functional manager through an employment selection process with the WIB ensures that:

- They are a neutral overseer.
- Their first (and only) commitment is to the Missouri Career Center they manage.
- They are accountable directly to the WIB.

Therefore, a **One-Stop Manager** employed by North Central Missouri College - the administrative entity for the Northwest Workforce Investment Board, serves as the OSO functional manager for the single comprehensive Career Center in the Northwest Region. The One-Stop Manager maintains their fulltime office in the Missouri Career Center in St. Joseph and reports directly to the WIB Director. The job description includes; integration of program services (includes Business Services), functional

supervision for all Missouri Career Center staff, center operations, reporting, facility management, continuous improvement in cooperation with the Operations Manager, and performance accountability. While the latter responsibility includes mandated state and federal outcomes measures, WIB designated standards, and customer satisfaction feedback; the opportunity for a performance bonus payment to the One Stop Manager is based exclusively on the following definition of full performance.

Full performance is based on all US DOL programs over which the One-Stop Manager has functional management responsibility, and for which performance targets have been negotiated by the region. Because our incentive potential with the State of Missouri, Division of Workforce Development is based on full attainment of all performance targets, that is also the indicator of full performance for purposes of the performance bonus - all program performance measures must be met or exceeded, based on negotiated targets. The \$5,000 bonus will be paid no later than March 1 of each year where the prior year performance targets were met or exceeded.

# Northwest Workforce Investment Board

## ADMINISTRATIVE PROCEDURES

Issuance No: 22

Issuance Date: August 7, 2007, Revised March 29, 2011

Subject: Inventory Policy

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### **Definition:**

US Department of Labor (29 CFR 97.3) defines equipment as “tangible, nonexpendable, personal property having a useful life of more than one year and an acquisition cost of \$5,000 or more per unit.” DOL (29 CFR 97.3) further defines supplies as “all tangible personal property other than equipment...” In more simple terms, all tangible goods purchased with a per unit price of less than \$5,000 with the given award are considered to be supplies.

### **Tracking:**

The Northwest WIB will maintain a listing of all property defined as equipment (by DOL), but will also maintain a record of supplies (as defined by DOL) with an acquisition cost of \$500 or more per unit. This is in keeping with the college’s policy on inventory which is identified in Section #6.5.00 of the NCMC Board Policy Manual.

All inventory purchased will be tagged with a label and maintained on a listing to include: unit acquisition cost, acquisition date, description of the item, manufacturer, serial number, funding source, use and location, date and condition of last physical inventory. Equipment owned by the Division of Workforce Development (DWD), with an acquisition cost of over \$1,000, will also be maintained on the WIB inventory listing and will be identified separately by a DWD inventory label.

### **Ownership and Authorization to Purchase:**

Any equipment or tangible supplies (as defined by USDOL above) purchased with an acquisition cost of \$500 or more will become the responsibility of the NW WIB and maintained on their inventory as described above. Furthermore, purchases of equipment or tangible supplies with an acquisition cost of \$500 or more must be approved in advance by the WIB Executive Director. The approval request must include the item to be purchased, the cost of the item, the purpose of the request, the funding source to be charged and any support documentation for any procurements made, if applicable.

**Disposition:**

All DWD-owned equipment no longer being used will be returned to the State for proper disposition. For WIB-owned equipment and inventoried supplies, an annual listing of surplus property will be reviewed by the Board and a fair market value established by an independent third party. Disposition will be handled in the following manner:

- Individual items valued at \$100 or less will be recycled, given away or tossed.
- Individual items with a value over \$100 will be sold through public auction or disposed of by receipt of sealed bids.

In determining the disposition method, priority will be given to cost-effectiveness, protection of confidential information, and conservation of natural resources.

**Proceeds:**

US Department of Labor (29 CFR 97.32(e)) states, "Equipment with a per unit fair market value of less than \$5,000 may be retained, sold or otherwise disposed of with no obligation to the federal awarding agency. Equipment with a per unit fair market value of \$5,000 or more may be retained or sold and the federal awarding agency shall have a right to an amount of the proceeds equal to the federal awarding agency's share of the equipment.

US Department of Labor (29 CFR 97.33(b)) states, "If there is a residual inventory of unused supplies exceeding \$5,000 in total aggregate fair market value upon termination or completion of the award, and if the supplies are not needed for any other federally sponsored programs or projects, the grantee or subgrantee shall compensate the awarding agency for its share." If the residual inventory of unused supplies has an aggregate fair market value of less than \$5,000, the supplies can be sold or otherwise disposed of and there is no obligation owed to the federal awarding agency. In this case, any proceeds will be placed in the administrative budget to be used to offset future equipment purchases.

# Northwest Workforce Investment Board

## ADMINISTRATIVE PROCEDURES

Issuance No: 23  
Issuance Date: October 2, 2007  
Subject: Record Retention Policy

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### **Definition:**

29 CFR 95.53 establishes guidelines for record retention for institutions of higher education, hospitals, and other non-profit and commercial organizations. These requirements apply equally to both recipients/grantees and subrecipients/subgrantees, and indicate that records must be retained for three (3) years following the date on which the expenditure report containing the final expenditures charged to a PY's allotment or a grant is submitted to the ETA. The requirements apply to financial records, supporting documents, statistical records, and all other records pertinent to award. Records are to be retained beyond the prescribed period if any litigation or audit has begun, or if a claim is instituted involving the grant or agreement covered by the records. In these instances, the records must be retained until resolution of the litigation, audit or claim and final action is taken; or until the end of the regular three-year record retention period, whichever is later [29 CFR 97.42(b)(2) and 29 CFR 95.53(b)(1)].

The Northwest Workforce Investment Board will adhere to the requirements outlined above to include all records for WIA Title I and CAP funded programs.

### **Custody of Records:**

To avoid duplicate record keeping, subcontractors will retain records that are required for joint use (recipients/grantees or subrecipients/subgrantees). In the event the WIB identifies a need for such records, during the prescribed period of time, the WIB will have the right to transfer those records to its custody. When the records are transferred to or maintained by the WIB, the retention requirement does not apply to the subcontractor that relinquished its records.

Any deviation from the three-year retention requirement must receive prior written approval from the Division of Workforce Development. If records are unintentionally disposed through acts of man or God prior to the three year period, the WIB and Division of Workforce Development must be notified immediately.

# Northwest Workforce Investment Board

## ADMINISTRATIVE PROCEDURES

Issuance No: 24  
Issuance Date: October 2, 2007  
Subject: Program Income Policy

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### **Definition:**

The requirements governing the use of program income are found at 29 CFR 95.25. Program income is defined as the “gross income received by the grantee or subgrantee directly generated by a grant-supported activity, or earned only as a result of the grant agreement during the grant period. .”.

### **Examples:**

Types of income that are considered program income for federal grants are:

- Fee for Services - Income from fees charged for services.
- User or Rental Fees - Income from the use or rental of personal property acquired with grant funds.
- Sale of Products - Income from the sale of goods constructed under a grant agreement.
- Revenues in Excess of Expenditures - If a governmental or non-profit organization earns or receives revenue in excess of its costs under a WIA Title I program, that revenue is to be treated as program income. This provision does not apply to commercial for-profit entities. The requirement applies to all Title I programs (Adult, Youth, Dislocated Workers, Job Corps, Native American, Farm Worker and Veterans programs) 20 CFR 667.200(a)(6).
- Interest Income - Income earned from the interest paid on grant funds.

### **Handling of Program Income:**

There are two ways to handle program income:

- Addition Method – Used to provide additional program services.
- Deduction Method – Used to reduce allowable costs incurred.

WIA regulations and 29 CFR 95.24(a) specify that program income is to be added to the total grant award and used to provide the same services as the original grant agreement.

The Northwest Workforce Investment Board will adhere to the guidelines outlined above as well as provide the following additional requirements for handling program income:

- Any type of activities in which program income will be generated must be approved in advance by the WIB Director.
- Any program income must be tracked separately through the organizations accounting system (both by revenues/expenditures and by appropriate funding bucket) and reported quarterly to the WIB on the Program Income Report, Attachment D of their contract.
- The responsibility for cash handling will lie with the Functional Manager within either the Comprehensive or Non-Comprehensive Career Center.
- Documentation that a background check has been completed and proof of bonding insurance must be provided for the designated Functional Manager handling cash.
- All fees must be paid in full prior to service delivery.
- All cash must be maintained under lock and key.
- All cash must be accounted for by maintaining a daily receipt log as well as copies of any deposit slips. Receipts will also be issued to the individual or entity making payment.
- It may be necessary to generate an invoice prior to service delivery in order for a vendor to have adequate time to process payment.
- Acceptable forms of payment may include: cash, money order or check. No credit card payments will be allowed.
- Specific to the Missouri Career Readiness Certificate (MoCRC): Program income generated that is due to the Division of Workforce Development will be forwarded to the WIB, who in turn will forward that amount directly to the State.

# Northwest Workforce Investment Board

## ADMINISTRATIVE PROCEDURES

Issuance No: 25  
Issuance Date: October 3, 2006, Catalogued 1/15/08  
Subject: Working with Faith-Based (FBO) and  
Community-Based (CBO) Organizations under  
Executive Order 13279

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President George W. Bush implemented Executive Order 13279 in 2001. This executive order required federal agencies to review and revise their policies to ensure that faith-based and community-based organizations are able to apply and compete equally with other eligible organizations for federal financial assistance. In response to this executive order, DOL implemented several changes to its regulations, including 29 CFR part 2, subpart D. DOL developed the Training and Employment Guidance Letter (TEGL 1-05, dated July 6, 2005) which establishes the new rules to allow the use of WIA Title I financial assistance for religious training and employment activities. On October 12, 2005, the Missouri Training and Employment Council (MTEC) approved a policy that encourages local Workforce Investment Boards to partner with faith-based organizations to provide services, when appropriate.

The Division of Workforce Development (DWD), which is the official grant recipient for the state of Missouri's WIA Title I funding allocation, released the approved policy as Issuance 02-06 on July 28, 2006. This issuance acknowledges that Title 1 funds can be used to employ or train participants in religious activities, as long as this assistance is provided *indirectly*. Indirect financial assistance occurs when participants are given a genuine and independent private choice among training providers or program options and can freely elect, from among such options, to receive training in religious activities when these activities satisfy the requirements of the program. Individual training accounts and other types of support that provide participants with real choices would meet this requirement. To ensure that a genuine and independent private choice is provided, each participant must be offered at least one option to which the participant has no religious objection. As a reminder, training services must be provided in a manner that maximizes an informed consumer choice. In addition, an organization must not be favored for, or denied recognition as, an eligible provider of services (including training) solely on account of religion.

The Northwest Region, with this policy statement, adopts this principle of inclusion for FBOs and CBOs, and requires that all of their subcontractors adhere to the practice described herein. DWD will be responsible for monitoring compliance with this policy and providing training on the provisions of 29 CFR part 2, subpart D, which defines the responsibilities of faith-based organizations and other entities that receive or administer DOL support under current law, including state and local governments.

# Northwest Workforce Investment Board

## ADMINISTRATIVE PROCEDURES

Issuance No: 26  
Issuance Date: June 27, 2008, Catalogued 6/27/2008  
Subject: Failure to Register for Selective Service

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**Background:** This policy statement is based on the U.S. Department of Labor Training and Employment Guidance Letter (TEGL) 8-98.

**Purpose:** The purpose of this Policy Statement is to provide guidance to staff on applying the Selective Service registration requirement for individuals over the age of 26, born on/or after January 1, 1960, and will be applied on a case by case basis. Staff should follow the procedures as outlined in the attached TEGL 8-98.

TEGL 8-98 states in part that: **g)** *A person may not be denied a right, privilege, or benefit under Federal law by reason of failure to present himself for and submit to registration under section 3 [50 U.S.C. App.453] if—*

- (1) The requirement for the person to so register has terminated or become inapplicable to the person; and*
- (2) The person shows by a preponderance of the evidence that the failure of the person to register was not a knowing and willful failure to register.*

**Preponderance of the Evidence:** Every effort should be exercised to assist customers to establish eligibility and provide the appropriate services. To demonstrate by the “Preponderance of the Evidence” that a person’s failure to register was not a knowing and willful failure, staff will be required to do the following:

1. Have person offer as much evidence and details as possible to support the circumstance that caused the failure to register. Examples of such “evidence” may include the following:
  - Copies of document showing any periods of hospitalization, institutionalization, or incarceration occurring between their 18<sup>th</sup> and 26<sup>th</sup> birthdays **or**
  - Third party affidavits from parents, teachers, employers, or doctors having first-hand knowledge of the person’s circumstance occurring between their 18<sup>th</sup> and 26<sup>th</sup> birthdays **or**
  - The person’s affidavit detailing the circumstance occurring between their 18<sup>th</sup> and 26<sup>th</sup> birthdays. An “Applicant Statement” can be used for this purpose with a collaborating witness’ signature.
2. Individuals who were not United State citizens during the period of mandatory Selective Service registration will then be required to provide documents that show when they entered the United States
3. Once the above mentioned information has been provided, staff must consult with Local WIB staff for final Selective Service eligibility determination prior to the provision of registered WIA services. If the determination is favorable, staff may begin service provision. The MIS and the paper file must contain the documentation used to arrive at the eligibility determination.

# Northwest Workforce Investment Board

## ADMINISTRATIVE PROCEDURES

Issuance No: 27  
Issuance Date: December 7, 2010  
Subject: **NONDISCRIMINATION and EQUAL OPPORTUNITY  
PROVISIONS OF WIA COMPLAINT and GRIEVANCE POLICY**

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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 WIA or this part, may file a written complaint, either by him/herself or through a representative.

Protected Category: Only those complaints filed on the basis of discrimination against a protected category of individuals are subject to processing via the WIA Complaint Guide. These include complaints on the basis of: race, sex, national origin, age, citizenship, political affiliation or belief, color, religion, disability, and participation.

Protected Individuals: Anyone who visits or works in a site where WIA funds are used to support staff, equipment or the facility is protected under the WIA Complaint Guide. This includes WIA staff and customers, partner activities operating within the facility; 4-week reporters, etc. If no WIA funds are used to support an office or if customers at no time have any contact with WIA-funded staff, they are not protected under these procedures.

Protected individuals may file a formal complaint of a protected category with the local, state or Federal Civil Rights Center.

Protected individuals may file formal complaints of a protected category under the State-issued WIA Complaint Guide but will normally be required to exhaust local agency procedures before escalating to the State system.

In the event a formal complaint of a protected category is filed under local agency procedures, notification of such filing must be submitted to the Missouri Career Center EO Officer.

Copies of the Complaint Guide should be distributed to all protected individuals (i.e., staff and customers who have a customer or personal file of any nature) who shall sign an Acknowledgment of Receipt, which receipt shall be retained in the protected individual's file and is subject to State audit.

Availability of Complaint Guide: All full-service or satellite locations where WIA funds are used to support staff, equipment or the facility must stock the State-issued WIA COMPLAINT GUIDE, which may be made available to anyone who visits the site.

Equal Access to Services:

Limited English Proficiency

The full array of services offered to English-speaking populations must be equally available to non-English speaking populations.

Interpreters or Language Line must be made available to non-English speaking populations as needed to ensure equal access to services.

Locations with non-English speaking population(s) of 10% or greater must display signs and posters in the language of such populations (Spanish, Asian, etc.)

Signage and posters should be displayed in English and Spanish.

Hearing/Visually Impaired:

The full array of services offered to the general population must be available to hearing-impaired and visually-impaired customers. Interpreters should be provided/available at the site where services are available to accommodate the needs of impaired customers.

Documentation:

Notification of formal complaints of a protected category filed at the local agency level shall be submitted to the Missouri Career Center EO Officer. (Required information: complainant name, address, telephone, date complaint was filed, basis of the complaint, description of complaint)

Final resolution and/or disposition and date shall be provided the Missouri Career Center EO Officer once the complaint has been resolved or referred to another level.

The Missouri Career Center EO Officer shall maintain a Discrimination Complaint Log inclusive of all formal complaints reported and/or filed and shall submit same to the State EO Officer.

Grievances that are not filed on the basis of a protected category should be processed in accordance with local agency procedures but no formal report to the Missouri Career Center EO Officer is required.

Documentation and a record of disposition should be retained by the local agency.

Designated Missouri Career Center EO Officer:

**Northwest Workforce Investment Board**  
**Lisa Hostetler, Director**  
**912 Main Street, Trenton, MO 64683**  
**Phone: 800/794-3535 Ext. 17**

# Northwest Workforce Investment Board

## ADMINISTRATIVE PROCEDURES

Issuance No: 28  
Issuance Date: March 29, 2011  
Subject: WIA Youth Incentive Policy

### **WIA Youth Incentive Policy** *Effective July 1, 2011*

Incentives are a way to encourage workforce participants' participation or to reward participants for achieving specific elements indicated in the participants' employment plan. An incentive is a payment to an eligible WIA Youth registrant for the successful participation and achievement of expected outcomes as defined in the individuals Individual Service Strategy. The incentive must be linked to an achievement and must be tied to training and education, work readiness skills and/or an occupational skills attainment goal as identified in the ISS. Such achievements must be documented in Toolbox 2.0 Leadership Development Service 506 and in the participants file as the basis for an incentive payment.

*Incentive payments may be awarded for the following goal accomplishments or activities:*

- Attainment of a Degree or Certificate
- Work Readiness Skill Attainment
- Placement in Employment or Education
- Literacy Numeracy Gains
- Youth Council membership and attendance at meetings

This list of cash incentives may be awarded to WIA Youth participants for full completion and achievement in a WIA activity. Incentive payments may be awarded as cash incentives only.

Maximum Incentive Amount: Total incentive is not to exceed \$500 per person per program year.

Incentive goals must be indicated on the Individual Services Strategy (ISS) goal planning worksheet and be a part of their employment plan. The goals must be met within the time frame established in order to qualify for the incentive.

#### **Attainment of a Degree or Certificate**

To qualify for high school diploma or GED incentive: the participant must not possess this degree prior to enrollment; a copy of the high school diploma, GED or official transcripts verifying completion of a diploma or GED. The documentation is to be in the participants file for data validation and must include the date of completion.

To qualify for recognized credential incentive: the participant must not possess the credential prior to youth program enrollment; a copy of the certificate, degree or official transcript. The documentation is to be in the participant's file for data validation and must include the date of completion.

Incentive amounts for Attainment of a Degree or Certificate are indicated on Attachment 1.

### **Work Readiness Skill Attainment**

To qualify for the Skill Attainment incentives: test scores indicating level of increase in Reading, Language or Math; copy of work readiness pre and post tests scores; transcript indicating completion courses for one year or a minimum of two semesters related to reading, language or math skills. The documentation must indicate progression of score levels in one of the three levels. WorkKeys Assessment may also be used; if the participant receives a Bronze, Silver or Gold rating they will receive the incentive.

Incentive amounts for Work Readiness Skill Attainment are indicated on Attachment 1.

### **Placement in Employment or Education**

To qualify for Entered Employment incentive: the participant must obtain employment after enrollment in the program; a copy of employment information which may include check stub, letter of employment, etc. The documentation is to be in the participants file for data validation and must include the begin date of employment.

To qualify for Placement in Employment including Military: the participant must enlist during WIA youth program participation or have already enlisted prior to youth participation; a copy of military records. The documentation is to be in the participants file for data validation and must include the begin date of military enlistment.

To qualify for Enrolled in Post-Secondary Education or Training: the participant must enroll in or be enrolled in education during WIA youth program participation; a copy of training records or school transcripts. The documentation is to be in the participant's file for data validation and must include the begin date at the training facility.

Incentive amounts for Placement in Employment or Education are indicated on Attachment 1.

### **Literacy Numeracy Gains**

To qualify for Literacy Numeracy Gains incentive: a participant is an individual that was determined as an Out-of-School youth at time of registration and Basic Skills Deficient (BSD). This incentive is only for those youth that are included in the measure. Out-of-School youth identified as BSD must be post-tested at least once by the end of the first year, following the individuals first date of WIA youth program services. Youth who successfully complete all Test of Adult Basic Education TABE / Comprehensive Adult Student Assessment System (CASAS) retesting requirements within 12 months from the date of the first youth service can receive an incentive for completing the TABE / CASAS retest. An incentive payment may be made for retesting annually as long as the individual is included in the measure. These participants must be included in the measure for the first year of participation. They are not included again in the measure until they have completed a second full year in the program. Post testing should occur only in those

areas in which the youth tested deficient. Documentation indicating the pre and post test results must be entered into the Toolbox system and provided in the file. Incentive amounts for Literacy Numeracy Gains are indicated on Attachment 1.

**Youth Council**

To qualify for Youth Council incentive: an eligible WIA youth participant that volunteers to serve as member of the Youth Council and attend meetings is eligible to receive an incentive. Documentation of the Youth Council meeting agenda and sign-in sheet or meeting agenda and minutes indicating the youths' attendance must be in the participant's file in order to receive this incentive.

Incentive amounts for Youth Council membership and meeting attendance are indicated on Attachment 1.