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Adult, DW, Youth & TAA Policies & Procedures Manual

Rockland County Career Center management team and staff will ensure that our customers are fully informed about the collective services and resources that are available to them through a consistent and fully aligned approach to direct re-employment and training programs and services, in addition to direct referrals and access to partner agency services when needed. The enclosed manual will detail the proper protocol to follow when servicing our adult, dislocated worker and/or TAA customer.

All customers' arrival at Rockland County Career Center will be welcomed by our receptionist, who will conduct/issue a self pre-assessment of services the new customer is interested in pursuing. This pre-assessment will be a convenient tool particularly for the non UI population. The pre-assessment will allow our front-line, staff to get an immediate sense during an initial scheduled appointment of what the needs, interests and services our customers may be in need of. Access to additional services /resources available will encompass the following:

- Initial Intake/ Comprehensive Assessment
- Re-employment/Career Assessment
- Access to computer resources
- Labor Market Information
- Veteran Services
- Resume Assistance
- Job Referrals/Placement Assistance

The individualized/training services will be contingent on DEV and eligibility:

- Career Counseling/Assessment
- Career Development Workshops
- Job Search Assistance
- Computer Workshops
- Training

If the customer is looking for services that are not available at Rockland County Career Center, they will be referred to the appropriate agency. If they are looking for services that are provided by Rockland County Career Center or one of the One-Stop Partners, the receptionist will

schedule the customer to meet with a Customer Service representative and be oriented to the center in order to access additional services.

Orientation to Rockland County Career Center

The actual RCCC Orientation is automated electronically and consists of a formal PowerPoint presentation overview of the services provided at the Center and directive on how to access the services in addition to detailed information on eligibility documentation needed for individualized/training level services. The orientation packet also includes policies/procedures information on the responsibilities of the customer, how to use the equipment and services provided in the Resource Room, how to schedule appointments and who to speak with when questions arise. The orientation packet also includes information on grievance and discrimination complaint procedures.

When the customer arrives at the Center, they will be greeted by the Receptionist who will inquire about the intention of their visit via a pre-assessment form, which will be completed by the new customer. If the customer is already collecting unemployment insurance then they would have been more formally oriented via a DOL orientation. If interested in learning more about the services, what is available to them, or how they can utilize re-employment services, they will be scheduled to meet with a Customer/Labor Service Representative and receive an orientation packet to the center prior to their meeting with a representative. The customer orientation packets include the: ES-100 Form, grievance procedures/nondiscrimination complaint procedure document, a quick check-list of first steps to gaining re-employment. Customers will be asked upon arrival if they are a veteran or immediate family member of a veteran to determine if priority of service is applicable.

The customer will be able to access the center and resource room immediately as a guest of the center for access to self services prior to meeting with a customer/labor service representative. In an effort to provide immediate access to the center and improve customer services effectively, customers will also immediately view a computerized on-line presentation/orientation to the center. Customers, upon request, will be given an orientation in this matter and will be able to complete initial registration documents such as the ES-100 and non discrimination documents.

Upon meeting with the Customer/Labor Service Representative, customers will be more comprehensively assessed to determine which services would be most suitable according to their needs and detailed barriers to re-employment identified and/or gaps in skill sets determined. CSR/LSRs will handle the customers' registration into OSOS and physically show them around the Center. Customers will be classified for either Job Search Ready Services (JSRS) or in need of Career Development Services (CDS). For customers who are job search ready, resumes will be collected and/or required so that staff can immediately submit them for employment opportunities via Job Zone.

Contingent on the volume of the customer flow and scheduled appointments, either the receptionist and/or a Customer/Labor Service Representative will facilitate the computer recorded orientation to the center prior to the one-on-one appointment and/or pursuant to the actual appointment.

If and when the customer has questions, they will receive immediate assistance by our receptionist and/or Customer/Labor Service staff members.

Intake Process

Our Initial intake of all customers via a pre-assessment will be coordinated by our front line receptionist/greeter. Access to our resource room/self services and/or timely scheduled appointments to meet with Customer/Labor Service Representatives will result in prompt intake and processing of our customer flow.

When meeting with a Customer/Labor Service Representatives, each are responsible for ensuring that customers complete the ES-100 forms for proper registration into OSOS. In addition, a comprehensive re-employment services plan (IEP) or training plan determination will be created. This intake does not determine a customer's eligibility nor does it replace any information required for a full-assessment by a counselor, once a customer is determined WIOA eligible.

If a customer is interested in a service that requires WIOA eligibility, they will be informed of the required documentation needed, referred to meet with an Individualized/Training Customer Service Team Member (Customer/Labor Service Representative) and asked to bring the proper documentation with them at the time of their follow-up appointment for further services.

WIOA Eligibility

Services of the Center are made immediately available to all new customers of the center upon registration and/or initially as guests of the center. Upon meeting with a CSR/LSR and completion of registration into OSOS, customers will receive eligibility information for additional career and training services of the center.

A customer can self-determine their interest in services/access to resources based on their initial pre-assessment. If they request or need additional Career Services the Receptionist or Customer/Labor Service representative will refer the customer to additional services as needed.

WIOA Adult Program

If a customer is interested in being enrolled in the WIOA Adult Program, they must work with the Customer Service Representative to identify the service they are interested in receiving in addition to reviewing eligibility documentation required.

Due to limited WIOA Adult Program funding, priority for the WIOA Adult Program is given to Veterans, recipients of public assistance and other low-income individuals meeting WIOA eligibility requirements.

The Customer/ Labor Service Representative will advise customers of the proper eligibility documentation including documentation of income earned within the last six months, proof of Rockland County residency, proof of social security number, proof of selective services

enrollment, proof of number in the family and proof of age. Documentation will not be collected but verification in OSOS will be entered that they were viewed to determine eligibility.

The income guidelines used to determine eligibility for the WIOA Adult Program is 100% poverty income.

If a customer is employed, the same eligibility documentation is required. In addition, the employment the person has will be evaluated to determine if it meets the local area's definition of self-sufficiency. Self-sufficiency means that the person is earning at above 100% poverty based on NYS Department of Labor guidelines. Customers must bring in their most recent pay stubs, which must also indicate year-to-date total wages. A customer must be in a job that leads to self-sufficiency in order to be determined eligible for WIOA services. In addition Career Center staff are required to utilize and direct customers to the Self-sufficiency tool provided online.

If a customer is an individual with a disability they must bring in documented proof of their disability along with the documents mentioned above. An individual with a disability is considered a family of one for income eligibility purposes.

The staff member will also determine, using an assessment tool, the extent to which a customer has conducted their job search. If the customer meets the eligibility requirements and is determined to have been conducting a thorough job search and needs additional services to find employment, they will be enrolled in the WIOA Adult Program. Customers will be referred to a partner program, as needed, during the assessment process to assist in the provision of services.

WIOA Dislocated Worker Program

If a customer is interested in being enrolled in the WIOA Dislocated Worker Program, they must work with the Customer Service Representative to identify the service they are interested in and show proof of the required documentation.

Due to limited WIOA Dislocated Worker Program funding, priority for the WIOA Dislocated Worker Program training funds is given to residents of Rockland County. Proof of residency will be required of an individual interested in receiving training funds only. Dislocated Workers do not have to be a resident to receive Career Services.

The staff member will collect eligibility documentation, including Dislocated Worker Certification or a letter from the customer's employer or former employer notifying the customer of termination or layoff, proof of citizenship, proof of social security number, proof of age and proof of selective services enrollment.

All Dislocated Worker Certifications are done by the New York State Department of Labor. If a customer is not yet a certified Dislocated Worker when they meet with the staff member and it is determined that they meet the requirements for Dislocated Worker Certification, the staff will be required to enter into OSOS Dislocated Worker category/reason. This is usually done the same day in which the customer meets with the staff member of Rockland County Career Center.

The staff member will also determine, using an assessment tool, the extent to which a customer conducted their job search. If the customer meets the eligibility requirements and is determined to have been conducting a thorough job search and needs additional services to find employment, they will be enrolled in the WIOA Dislocated Worker Program. Customers will be referred to programs, as needed, during the assessment process to assist in the provision of services.

WIOA Youth Program

Rockland BOCES has now partnered with and become the Grant Operator for Out-of-School/In-School youth and youth will receive the same initial comprehensive intake process through Rockland BOCES. The following program elements are available to youth 14 and over through Rockland BOCES and their partnering agencies:

- Tutoring/Drop Out Prevention
- Alternative Secondary School Services
- Paid/Unpaid Work Experience
- Occupational Skills training
- Concurrent Education and Workforce Preparation
- Leadership Development
- Supportive Services
- Adult Mentoring
- Follow Up Services
- Comprehensive Guidance and Counseling
- Financial Literacy Education
- Entrepreneurial Skills Training
- Labor Market Information
- Transition to Post-Secondary

Out of School Youth served through the WIOA program are youth ages 16-24. In-School Youth served through the WIOA program are youth ages 14-18. 75% of fund must be allocated to Out of School Youth.

Youth can also be served through subcontractors who Rockland BOCES has partnered with. Youth should be enrolled into WIOA services prior to referral to youth contractors. The subcontractors are required to do their own outreach but referrals from the one stop center staff will assist with this recruitment process. Intake, eligibility and assessment may be coordinated out of Rockland BOCES prior to referral to contractors. Program administration, exit and follow-up services are to be provided by youth contractors.

Eligibility of Youth

The youth are required to provide eligibility documentation including, proof of citizenship, proof of Rockland County residency, proof of social security number, and proof of selective services enrollment (except if the youth is under 18 years of age), proof of employment, and proof of enrollment in education.

Out of School Youth Eligibility:

- Must be between 16-24 years old and does not attend school
- Must fall within ONE of these categories: High School dropout, has not attended school for at least the most recent school year quarter, disability, homeless, runaway, or foster child, pregnant or parenting, offender, High School graduate who is low income and basic skills deficient or English language learner, low income and requires additional assistance to secure employment or education (only 5% of population)

In School Youth Eligibility

- Must be between 14-18 years old, enrolled in school, and a low income individual
- Must fall within ONE of these categories: Disability, basic skills deficient, English language learner, offender, homeless, runaway, or foster child, pregnant or parenting, requires additional assistance to secure employment or education (only 5% of population)

The income guidelines used to determine eligibility for the WIOA Youth Program is the highest of 70% of the lower living or poverty income, public assistance cash recipient, food stamp recipient or eligible for food stamps, or a disabled individual whose own incomes meets the 70% of the lower living or poverty level

If the Youth is less than 18 years of age, a parent or guardian must sign the application form and any information received from the youth's school.

Processing Youth Customers

Rockland BOCES reviews and approves all of the eligibility documentation for each youth before they can be enrolled in the WIOA program. Rockland County Career Center staff are assigned and are responsible for overseeing the youth program. Once the staff at Rockland County Career Center reviews the documentation and the youth is determined eligible, their record is entered into the OSOS system by the staff member overseeing the youth program prior to their enrollment in any youth program. The contractor/off-site staff is responsible for maintenance of the youth's file in OSOS including exit and follow-up and will also provide quarterly updates of services offered to the youth participants.

Youth served conduct an individual service strategy and complete a pre-test TABE to determine basic skills levels and any deficiencies.

Subcontractors providing services to youth are required to provide exit information on every youth they serve. The exit information required is part of the youth's individual service strategy. For the younger youth this includes a letter from the school, (if the youth returned to school) proof of credential attainment, proof of entry into employment and proof of employment retention for three quarters after job placement, if appropriate. For older youth this includes proof of credential attainment, proof of TABE score gain, proof of entry into employment and proof of employment retention for three quarters after job placement.

All out of school youth above the age of 18 are permitted to use the services of the One-Stop Center. The Counselor will develop an individual service strategy with the youth that is consistent with their individualized needs and youth program requirements.

<p>TRADE ADJUSTMENT ASSISTANCE (TAA)/TRADE & GLOBALIZATION ADJUSTMENT ASSISTANCE (TGAA) CUSTOMERS</p>

**TAA was established to help trade-affected workers who lose their jobs due to increased imports and shifts in production. TGAA expanded coverage to include threatened workers, service industry, and public agency workers as well as shifts to all foreign countries. The TAA program was founded in 1974 & amended in 2002. The Trade and Globalization Adjustment Assistance Act (TGAA) was enacted in 2009.*

1. Once we know a customer is TAA/TGAA eligible, they are given a priority appointment with our front-line staff and TAA coordinator. When possible, the appointment is made for the same day. The priority appointment must be given in order to ensure that TAA/TGAA deadlines and requirements for relative TAA/TGAA benefits are met.
2. At this initial appointment with front line worker, the following is done:
 - a. Customer is entered into OSOS
 - b. In the “Work History” tab of OSOS, the option “Dislocated due to foreign trade” must be selected for “Reason for Leaving”
 - c. The information from the customer’s TAA/TGAA Determination should be entered into the boxes that appear after this option is selected.
 - d. Customer should then be dually enrolled in WIOA and TAA/TGAA (see Trade Act Quick Guide for instructions).
3. At the initial appointment with the TAA/TGAA coordinator, the following is done:
 - a. Customer is oriented to TAA/TGAA program and benefits for which they have been entitled. It is important to explain the difference between the TAA/TGAA **training** benefit and the TRA **income** benefit.
 - b. Customer is then engaged in career exploration/counseling in order to collaboratively develop an IEP. The customer’s job searching strategies, marketable skills, and job readiness skills should be thoroughly assessed. The point of the TAA/TGAA program is to enhance the customer’s employability for sustainable employment through training. If it is evident, based upon evaluation, that the customer has marketable skills, done a comprehensive job search over a substantial period of time, has strong job readiness skills, and has been unable to secure employment then it is important to help the customer understand how they could potentially benefit from the TAA/TGAA training benefit. As such, the career exploration/counseling should be focused in assisting the customer to identify training opportunities that will enhance their chances of securing sustainable employment upon the completion of training.
 - c. A TA-2: TRA Additional Eligibility Rules Agreement should be given to the customer for their review. If worker agrees to terms, one copy is given to the customer – the other is faxed or mailed to the Special Programs Unit.

- d. A TAA/TGAA waiver should be generated and filed in the absence of training availability or personal life circumstances by the TAA/TGAA coordinator. The type of waiver filed will be based on the information gathered from the career exploration/counseling.
 - i. Workers issued a Waiver from Training are expected to look for work. There are guidelines for individuals receiving UI or TRA.
 - 1. UI Weeks 1-13: Expected to seek & accept suitable employment.
 - 2. UI Weeks 14-26: Must meet Extended Benefits (EB) work test requirements.
 - 3. TRA Weeks 27- 52: Trade-affected workers must submit positive evidence of work search, including a list of at least five contacts per week. This work search requirement must be documented on the trade-affected worker's Weekly Request for Payment and Record of Job Search (TA 952.1). Customer is responsible for submitting this form.
 - e. If NY is the liable state then the waiver will be filed online via the Trade Act Tracker. If NY is the agent state, we would follow whatever the procedure is for the liable state.
 - f. A waiver **must be** renewed and filed **every 30 days** until a training application is ready to be submitted. The customer must sign the waiver. The original should be put in their folder and a copy should be given to the customer. If not, this could negatively impact the customer's TRA benefits. The customer must come in to meet with the TAA/TGAA coordinator a few days before the waiver expires to discuss their progress. If a customer is non-compliant with follow up, the TAA/TGAA coordinator must consider revoking the waiver.
4. On follow up appointments:
- a. The TAA/TGAA coordinator should continue to work collaboratively with the customer to develop an IEP, if necessary, and the customer should be able to report on their research/progress in identifying a career path and/or training opportunities that are consistent with the mutually agreed upon IEP. It is important that the training should be substantial and lead to some type of credential that will make them more marketable for employment in their targeted occupation. The training must be of suitable duration – not more than 130 instructional weeks under TAA or 156 instructional weeks under TGAA. Approvable training must meet the following 6 criteria:
 - i. There is no suitable employment considering current labor market conditions;
 - ii. Worker would benefit from training;
 - iii. Reasonable expectation of employment as a result of the training;
 - iv. Training is available at a reasonable cost;
 - v. Worker is qualified to take and complete training; and

- vi. Worker is financially able to afford to engage in training.
5. Once an occupational goal has been identified, an IEP is developed and a training program is located, the TAA/TGAA coordinator can prepare the “Request for TAA Funds for Training/Training Plan Details for Trade Act” form.
 - a. The request should be emailed to wtdtfunding@labor.state.ny.us
 - b. This request can’t be submitted earlier than 60 days before the training is scheduled to begin.
 - c. The TAA/TGAA coordinator receives notice of the approval status via email.
 - i. If it is approved, the customer will be contacted, informed about the status, and asked to come in to sign the RCCC, TAA/TGAA contract. The RCCC, TAA/TGAA contract outlines the stipulations regarding their funding and the terms and conditions the customer agrees to if they choose to accept the funding. Part of the contract also serves as the terms and conditions for the training provider as well as official notification to the training provider that the customer has been approved and funded for training by TAA/TGAA. This notification serves as a purchase order for the training provider so that they can enroll the customer in training.
 - ii. Payment options/plan should be discussed and agreed upon with the training provider.
 - iii. Once the contract is fully executed, the customer can register for and begin attending training.
6. Once the customer has begun training:
 - a. The customer is required to check in with the TAA/TGAA coordinator on a regular basis to discuss progress and make the coordinator aware of any issues regarding training. If a customer is non-compliant with this requirement, the coordinator should address this with the customer.
 - b. The training provider should provide periodic reports about the customer’s progress and notify the coordinator about any issues regarding the customer’s training.
 - c. Customer is responsible for submitting TA 923.1 form on a weekly basis to the Special Programs Unit if receiving TRA benefits.
7. Once the customer completes training:
 - a. The provider should forward transcripts showing the successful completion of training which should be put in customer’s file.
 - b. A Completed Terminated notice needs to be completed when customer completes TAA approved training
 - c. Any funds which were not used should be de-obligated and returned to the state.
 - d. Customer should then be assisted in finding and securing employment that is related to their TAA/TGAA training.

WIOA Service Provision

All of the staff in the Center are cross trained to serve customers. The staff member that provides a career service to the customer is trained to determine WIOA eligibility and conduct an assessment of their job search activities.

If a customer knows which service(s) they would like to use, the Receptionist will refer the customer to the staff member that provides that service for eligibility determination and assessment.

If a customer is not interested in a specific service, wants additional services, but is not sure which services they are in need of, a customer service representative will speak to the customer to try and determine exactly what service the customer needs and determine if the customer is eligible by providing an assessment and collecting documentation if needed.

If the customer wants Placement Assistance or if the customer specifically requests training services the customer will be required to meet with the Customer Service representative who will determine the customer's eligibility, and will refer the customer to the Career Counselor for further assessment.

If a customer is determined eligible for a WIOA Program and they do not have any connection with the Center for 90 days, they will be exited from the WIOA program. If the customer would like to use the services of the center again, they will be required to go through another orientation.

If a customer meets with a staff member and is not determined eligible for a WIOA program they will remain in Basic Career Services or given a referral to another agency.

CAREER SERVICES

Basic Services

The staff member who determined the customer's eligibility and assessed their job search is responsible for entering the customer's information into OSOS and the case management of the customer. If the customer wants to use other Career Services that require eligibility, they can; however, the initial staff member is responsible for maintenance of the customer's file in OSOS, including their outcomes.

Customers interested in Career Services can sign-up for any basic service via the Rockland County Career Center by asking a staff member to assist them in signing up or they can call the Receptionist on the telephone and asked to be signed up for a service. Customers are enrolled in Basic Services and a staff member must monitor the customer every two weeks. This can be done formally via a sit down meeting or by phone or informally by walking up to the customer in the Center and having a brief conversation. Staff members are then required to post this information in the customer's OSOS file. The counselor will make a referral to another agency, as needed, to assist in the provision of Career Services.

Individualized Career Services

If a customer cannot find employment as a result of being enrolled in Basic Services, the customer needs to be re-assessed to determine if they are eligible for Individualized Career Services. Since there is no requirement for sequential order of service, a customer can be determined eligible for Individualized Career services during their initial appointment with a Career Center staff member. The Career Counselor is responsible for providing a Comprehensive Assessment and entering this into OSOS. The Counselors will make referrals to other agencies, as needed, to assist in the provision of Individualized Career Services.

Individualized career services include ongoing career counseling, career and vocational assessment, individual employment plan and testing and mock interviewing. In addition, workshops in Word, Excel, Access, PowerPoint and Linked In, and placement assistance from a WIOA staff member are also available.

Training Services

If a customer cannot find employment as a result of being enrolled in Basic or Individualized career services, the Counselor can recommend that the customer enroll in Training Services.

Training funds are only made available to adults and dislocated workers after all other potential avenues for funding have been exhausted. This includes TAP and PELL grants and other potential funding sources for employment and training funds like other community based organizations.

ITA Training

If a customer is interested in receiving an ITA Training Scholarship, they must meet with a Career Center staff member. The One-Stop Services staff member will assess the customer and determine the extent of their job search. This includes identifying skills and abilities. Levels have been benchmarked according to each industry on the number of resumes that should have been sent out, number of interviews, networking methods and contacts made during the period in which the customer has been unemployed. The Career Center Staff will review the customer's eligibility documentation to determine if they are eligible to apply for Training Services. The Career Center Staff will also identify transferable skills to evaluate the capabilities of the customer in other fields.

The Career Center Staff will identify their need for training using an assessment tool. If the Career Center Staff confirms a need for training because it will make the customer more employable, the customer will be asked to fill out an Application for Training Scholarship.

It must first be determined if the customer is eligible for any other types of funds before applying for WIOA funds. These include PELL and TAP grants. Additionally, the school that a customer

would like to attend may offer other types of grants and/or loans that a customer must determine if they are eligible for before applying for WIOA funds. WIOA funds for ITA Scholarships are used only if other grants and/or loans cannot be obtained.

The Application for Training Scholarship determines the type of training the customer is interested in receiving, their occupational goals, short and long term demand for the occupation, expectations and how the customer will support themselves through the training.

Customers must document in their job search that jobs exist in the in-demand occupation that they are selecting for training. Customers are required to choose a school that is on the Eligible Training Provider List. The Career Center Staff explains to the customer how to access the list, how the list works, how training providers get approved and how to contact the training provider for additional information. Materials on the approved training providers are kept in the Center to ensure that a customer is making an informed decision about the school they would like to attend.

The application is reviewed and then it is determined if the customer is approved for the training. If a customer is not approved for training, they will remain in Career Services and continue their job search. Customers not approved are notified of the decision either in person or over the phone. If it is determined the customer is approved for ITA training, they will be notified in writing and enrolled in WIOA Training Services.

Training Scholarships are determined on an individual basis, based on the application, the input from staff and, availability of funding.

A customer can apply for a maximum of a \$4,000 ITA Training Scholarship. Although the maximum amount a customer can apply for is \$4,000, it is not guaranteed that they will receive the full amount. In addition, approval by the One Stop Director and Workforce Development Board is required.

Once it is determined that a customer is eligible for an ITA Training Scholarship, the customer must enter into a Participant Agreement with Rockland County Career Center, which outlines their responsibilities.

Rockland County Career Center enters into an agreement with the training provider to arrange for payment to be made directly to the training provider. Rockland County Career Center will pay for the costs related to training, including tuition. This includes textbooks and supplies, lab fees, exam fees and application/registration fees. If a customer requires any other materials, the committee will make an individual determination.

Customer Requirements for ITA Scholarship Training

The customer is monitored on a regular basis while in the training program. Depending on the length of the program, this can be weekly, bi-weekly, or monthly.

The customer must meet with or call the Career Center Staff one week after training has begun to discuss if the training is what was intended.

The customer must meet with or call the Career Center Staff at the midpoint of the training to discuss grades and overall progress.

The customer must meet with the Career Center Staff at least one month prior to the end of the training program to develop a job search plan and begin their job search.

The customer must meet with the Career Center Staff at the completion of the training to discuss employment prospects and goals.

The customer must meet with or call the Career Center Staff as soon as employment is obtained to discuss the appropriateness of the employment to the training received.

If a customer voluntarily withdraws or is terminated from a course(s) and Rockland County Career Center cannot obtain a full or partial refund for the costs of the tuition and materials, the customer will be responsible for making payment in full or in part to Rockland County Career Center and/or the training provider for the tuition and materials.

If a customer receives a failing grade in a class, Rockland County Career Center will contact the school to determine the purpose and the customer may or may not be held responsible for making payment in full or in part to Rockland County Career Center for the tuition and materials.

Follow-Up Services

Every staff member is responsible for providing follow-up services to the customers they are serving. Follow-up services are provided to WIOA enrolled customers after they have been placed in unsubsidized employment. Follow-up services are provided via telephone and through mailed surveys and correspondence. Follow-up services include helping a customer with any problems or barriers they may have related to their employment and providing information to customers about childcare and transportation.

Staff members are permitted to provide follow-up services to customers for one year after they have been placed in unsubsidized employment. If a customer is not connected to the Center in any way for 90 days during the follow-up period, they will be exited from the program. If the customer would like additional services during the follow-up period after they have been exited they will be required to go through an orientation again.

Customers receive a survey about their employment and a questionnaire on the services they received in the Center in the first and third quarter following employment. The customer is asked to attach a copy of their pay stub when they return the survey and questionnaire.

Data Management

Rockland County Career Center uses the One-Stop Operating System as the main database and case management system for the Center. When a customer is enrolled in a WIOA program, their information must be entered into the OSOS system as soon as possible. The electronic record must be completed as thoroughly as possible.

Staff members that provide Career Services are responsible for maintaining the files in OSOS of the customers they determine eligible. This includes maintaining case notes, exit information, outcomes and follow-up.

The Career Counselor is responsible for maintaining the files in OSOS for customers which they have met with and provided service to. This includes maintaining case notes, exit information, outcomes and follow-up. The Data Manager will ensure the day-to-day services, provided to a customer is entered into the OSOS system.

The Career Center Staff will be responsible for maintaining the files in OSOS for customers in Training Services. This includes maintaining case notes, exit information, outcomes and follow-up. The Career Center Staff are responsible for working directly with the training providers to obtain attendance information and progress reports on customers in a training program. The Career Center staff will enter all of the services, provided to a customer in Training Services, into the OSOS system.

The Data Administrator is responsible for all required OSOS reporting to the Executive Director, the New York State Department of Labor, the Workforce Development Board and the Chief Local Elected Official. This includes monthly, quarterly and customized reports.

The Data Manager is required to ensure timely and accurate data entry into OSOS. This includes running error reports on a monthly basis to check for data inconsistencies. The Data Manager is responsible for reaching out to the staff member initially responsible for the customer's record if there is a problem.

The Data Manager is required to ensure that customers have received a WIOA service within the 90-day time frame and determine the status of customers who have not had a WIOA-funded service for 85 days prior to termination on the 90th day.

The Data Manager is responsible for ensuring the entering of supplemental data, by Career Center staff, received from customer surveys into OSOS.

The Data Manager is required to submit progress reports to the Director on program enrollments, exits and outcomes.

The Career Center Staff and the Director will meet on a monthly basis to review program enrollments, expenditure levels, exits, outcomes and performance goals relative to the Spending and Participant Plan submitted to the New York State Department of Labor.

ITA Finance Process

- Once the customer has been approved for training, an ITA contract should be prepared and approved by all parties involved. Customer will be added to a master excel spreadsheet which can either be kept on a share drive or produced at weekly staff meetings.
- A request for a P.O. will be submitted to the Accounts Payable (A.P.) department with a copy of the signed ITA agreement. Once the P.O. has been generated, it will be added to our master spreadsheet.
- As soon as a final invoice is received from the training provider, we will submit an invoice to A.P., along with either a certificate of completion, or proof that the customer did attend training but could not complete. At the point we would be liable for either part or all of the training expense invoiced by the training provider. The P.O. number should be documented on the training provider invoice.
- The master spreadsheet will be updated to reflect the cost of the training. Once a check is generated to pay the invoice, the check number and check amount will be added to the master spreadsheet.
- If the final payment is less than the approved training amount we will notify the A.P. department to close out the remaining balance of the P.O. and re-add those excess funds to our ITA budget.