

SOUTH CENTRAL OKLAHOMA WORKFORCE BOARD, INC.

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Lawton, Oklahoma 73501

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Telephone Relay Service is available by dialing 711 or 800-722-0353



SUBJECT: Customized Training Policy

PURPOSE: This policy provides guidance regarding Customized Training for eligible Adults and Dislocated Workers. Customized training opportunities provide structured training for participants to gain the knowledge and skills to be competent in the job for which they are hired and leads to economic self-sufficiency.

BABEL NOTICE:

IMPORTANT! This document contains **important information** about your rights, responsibilities and/or benefits. It is critical that you understand the information in this document, and we will provide the information in your preferred language at no cost to you. **Call Lafonda Crowder (580) 357-3500** for assistance in the translation and understanding of the information in this document.

¡IMPORTANTE! Este documento contiene **información importante** sobre sus derechos, responsabilidades y/o beneficios. Es importante que usted entienda la información en este documento. Nosotros le podemos ofrecer la información en el idioma de su preferencia sin costo alguno para usted. **Llame al Lafonda Crowder (580) 357-3500** para pedir asistencia en traducir y entender la información en este documento.

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BACKGROUND:

- A. Customized training is designed to meet the specific needs of an employer or a group of employers committed to employing an individual upon the successful completion of the program, for which the employer pays a significant portion of the training. Customized training is generally designed so that participants are trained by a third party for the employer. As such, the employer must be able to contract for customized short-term training services. Customized training participants are not employed by the employer at the start of participation in the customized training. Participants must be enrolled in the WIOA Adult or DLW to participate in customized training.
- B. Customized Training requirements:
 1. Used to meet the special requirements of an employer or group of employers;
 2. Conducted with a commitment by the employer(s) to employ an individual upon successful completion of the training;
 3. Paid for, in part, by employers, who must pay a “significant cost” of the training, as per WIOA sec. 3(14);

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4. Employers must apply for customized training funds from the Local Workforce Development Board (LWDB). Funds will be awarded based on the local availability of WIOA Title 1B funds at the time of the application;
 5. Once the LWDB awards funds, the employer has up to one year to complete the approved training program. Employers are encouraged to conduct and complete training as soon as feasible;
 6. Will not supersede the individual's rights for consumer choice;
 7. Participants may not be earning a self-sufficient wage under WIOA sec. 134(c)(3)(A) as determined by the South Central Oklahoma Workforce Board (SCOWB) policy;
 8. Meet the Fair Labor Standards Act requirements for an employer-employee relationship; and
 9. Will incorporate new technologies, processes, or procedures; offer skills upgrades; provides workplace literacy; or serves other appropriate purposes, as per 20 CFR section 680.710.
- C. Customized Training may not be used for the following:
1. New employee orientation;
 2. Job search skills, resume writing, or interviewing skills;
 3. Adult basic education such as high school equivalency preparation or remedial courses in reading, mathematics, or language arts;
 4. English for speakers of other languages; and
 5. Training that relates to human resources functions such as diversity, sexual harassment, and employment terminations.
- D. Customized training is designed to provide SCOWB with flexibility to ensure that training meets the unique needs of the job seekers and employers or groups of employers. There are several factors that must be considered when customized training is used:
1. Groups of individuals that receive training would otherwise lack the necessary requirements of the industry to obtain employment in the industry to earn self-sufficient wages;
 2. Training will provide skills to new hire candidates, either through a process whereby the employer interviews, hires, and then trains the job seeker or through a pre-vocational process of screening or assessment, training, and interviewing successful completers;
 3. The training provides an industry-recognized credential or certificate. WIOA Title 1B encourages training that leads to a credential, but a credential is not a requirement of customized training;
 4. The number of participants provided training through the employer should be a minimum of five to substantiate the overall cost of the training program;
 5. Maximum allocation per individual participant shall not exceed \$6,000;
 6. The occupation for which customized training is being provided must be in demand within the SCOWB region.

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POLICY:

A. Worker Criteria

All individuals must be registered in the Oklahoma Service Link (OSL) and determined eligible prior to receiving training services. Training services are available to employed and unemployed individuals if after evaluation it is determined that the participant:

1. Is a resident in the SCOWB area;
2. Meets the current WIOA Title 1B eligibility requirements;
3. Unlikely or unable to attain employment that leads to economic self-sufficiency as defined by the current Lower Living Standard Income Level or wages comparable to or higher from previous employment through career services;
4. Determined to have the skills and qualifications to successfully participate in training services;
5. Selects a program of training that is directly linked to employment opportunities in the local area or the planning region, or in another area to which the individual is willing to commute or relocate (felons must select a felon friendly license or credential); and
6. Is unable to obtain grant assistance from other sources to pay for the cost of training or require WIOA Title 1B assistance in addition to other sources of grant assistance.

B. Business Criteria

All businesses must be located and conducting business within the SCOWB area. Each business agrees to:

1. Complete a Customized Training Application and enter into a contract with SCOWB;
2. Adhere to applicable WIOA administrative requirements per Section 683.000, as well as the nondiscrimination and equal opportunity provisions of the laws;
3. The industry sector and positions must be defined as high demand as determined by company growth report and labor market information;
4. May not procure, contract for, or incur costs to be paid from WIOA Title IB program funds prior to the start date, as determined by the date when all parties sign the contract;
5. Provide copies of a **“Certificate of Completion”** for everyone who successfully completes the prescribed training program. Such certificates must contain the individual’s name and the class or course completed through training;
6. Employ individuals upon successful completion of the program;
7. Be available for program monitoring on a scheduled basis; and
8. Provide quarterly post-training reports, including information on the retention and/or promotions of trainees and the impact training made on the business, for one year after the completion of the training.

C. Customized Training must not:

1. Displace any currently employed workers (including a partial displacement such as a reduction in non-overtime work, wage, or employment benefits);
2. Impair an existing contract for services or a collective bargaining agreement;
3. Be provided to any company that has relocated within the previous 120 days of its application if the relocation has resulted in any employee losing his or her job at the original location;
4. Include proprietary training specific to a company, unless skills are determined to be transferable to other businesses or industries; and

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5. Be used to directly or indirectly assist, promote, or deter union organizing.

D. Customized Training Contract

1. Maximum contract per company is up to \$100,000 per fiscal year with an option for SCOWB to approve additional funds based on the organization's extraordinary ability to impact job seekers. The following criteria must be considered and be part of the training agreement:
 - a. Number of new hires;
 - b. Size of the employer;
 - c. Jobs that are in demand in SCOWB;
 - d. Full-time, over 32 hours a week, hourly or salary, but not commission or piecework;
 - e. Provides the individual a wage equal to or over SCOWB Current Self-Sufficiency Wage; and
 - f. Training introduces practical knowledge of new technologies or upgrading to new jobs that require additional skills or workplace literacy.

E. Employer Match

Employers are required to pay a significant portion defined as fifty (50) percent of the cost of customized training, with a reimbursement not to exceed \$6,000 per individual.

EQUAL OPPORTUNITY AND NONDISCRIMINATION STATEMENT: All Recipients, and Sub recipients/Sub grantees must comply with WIOA's Equal Opportunity and Nondiscrimination provisions which prohibit discrimination on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, political affiliation or belief, or, for beneficiaries, applicants, and participants only, on the basis of citizenship status or participation in a WIOA Title-I financially assisted program or activity.

ACTION REQUIRED: This SCOWB Policy is to become a part of your permanent records and made available to appropriate staff and sub-recipients.

Attachment A – Customized Training Services Application

APPROVED: SCOWB FULL BOARD 06/13/19

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