File Structure

Participant files maintained by contractors will be composed of six (6) Tabs as follows:

1. Unique Program documents (e.g. program application/releases/EEO forms) and any eligibility documentation not uploaded (see General Policy 3).

2. Upgrade Placement Documentation. (See TRAIN Policy 5).

3. Training/Services Provided. This includes the evidence of the receipt of services (e.g. signed attendance sheets);, work experience documentation, job search and job readiness to include Occupational Skills Training, evidence of follow up services, etc.

4. Supportive Services provided. Includes signed copy of supportive services/ provided if financial (e.g. gas card, receipt of uniform provided, etc.).

5. Case Notes not entered in accordance with General Policy 8. This would be case notes of personal nature or containing sensitive information.

6. Outcomes – credential attainment, Day 1, 30, 60, and 90.

No documents that contain personally identifiable information should be contained in the file (see General Policy 2).

Modification

A modification of this policy may be requested via email. Approval will be accomplished consistent with the modification policy and clause found in the contract. Modifications must be requested every new contract period.

File Retention

Participant files and fiscal files are to be maintained by contractors for five (5) years after the participant's Exit date or if the participant file is involved in an audit, after the conclusion of the audit.

Policy Statement:

This policy is a commitment to maintaining the security, confidentiality and privacy of personal information. It defines the procedures required to store and access personally identifiable information (PII).

For purposes of this policy, "personally identifiable information" means an individual's first name or first initial and last name in combination with any one or more of the following data elements, when either the name or the data elements are not encrypted:

1. Social security number;
2. Driver's license number or State Identification Card number; or
3. Account number, credit or debit card number, in combination with any required security code, access code, or password that would permit access to an individual's financial account.

Procedure:

The following steps are required of Delaware JobLink data users to securely store PII:

- All PII must be uploaded to the Delaware JobLink system.
- Hard copy or written documentation containing PII will no longer be permitted as of the date of this **policy**.

The following steps are required for non-Delaware Joblink data users to securely access PII:

- All requests must be made in writing and submitted to the division director.
- Delaware JobLink view only access will be granted to view the requested information.
- Delaware JobLink view only access will be terminated upon receipt of the requested information or within 24 hours of initial access, whichever comes first.

Data Integrity:

Users must at all times safeguard the confidentiality and integrity of PII by providing for secure storage and access.

Monitoring:

The Division of Employment and Training reserves the right to monitor PII storage and access.

Any determination of non-acceptable usage or unauthorized activity will be grounds for immediate disciplinary action.

Policy

All eligibility documents will be uploaded in Delaware JobLink. Once documents are uploaded, they should not be maintained in the participant's file. For required eligibility documents, see appropriate Program Eligibility policy. No other documents are required to be uploaded.

Contractors may request to maintain other documents in the Delaware JobLink uploading feature and not maintain in the participant file. Requests must be must be submitted in email to the assigned Contract Specialist and approved prior to implementing.

Procedure

The following steps should be taken in Delaware JobLink in order to scan required documents

1. Scan all required documents together so it results in one document
2. In Delaware JobLink:
    a. Conduct a client search and select client
    b. On the Case Details screen (first screen to populate after client selected) scroll down to the Uploaded Documentation section
    c. Select "Add New Document"
    d. Documentation Item, select "Eligibility Documentation"
    e. Select Documentation Item Type, select "Enrollment" and click continue
    f. Type of Document, select "Eligibility"
    g. Data Elements to be Verified, select all the items that the documents being uploaded documents
    h. Browse for your document to upload and click Finish

Please note:

- All uploaded documents should be legible and clearly identified as to what they are being used to document; and
- The assigned Contract Specialists can always delete uploaded documents (e.g. if a document is uploaded to the wrong participant or the wrong document is uploaded).

The purpose of this policy is to eliminate inappropriate dual enrollments. Adult Occupational Skills Training contractors, TRAIN contractors, Youth contractors, and internal DET case managers alike need to ensure we are not serving the same client unnecessarily.

In the course of your first meeting with the client – staff need to access DJL to check if the client is active with another program. In order to determine if a client is active with another program, complete the following steps in DJL:

- Conduct a Client Search
- Identify and Click on the Correct Individual (this will bring you to the individuals Case Detail Screen)
- Scroll down to Program Registrations (if there is a blue link tied to one of the program registrations – the client maybe actively enrolled with that program)

Once the contractor/case manager has identified the possibility that the client is active with another program, the contractor/case manager must reach out to their contract specialist to determine if the dual enrollment is appropriate.

Failure to receive approval prior to enrollment may result in deletion of the enrollment.

Reasons for approval include but are not limited to:

- Training is the next step in individual's career pathway
- Unable to work in the previously trained occupation
- Different services are being provided by the different contractors.

Note: If in the course of your client search, it becomes evident that the client has received either Adult Occupational Skills Training funded with Blue Collar, WIOA Adult, or Dislocated Worker funds within the last 5 years, that client may not be eligible for additional training without Contract Specialist approval.

The following are the timelines provided for the required data entry:

Milestone	Timeframe
Approval of Enrollment.* This includes: • DJL Account Registration and • Eligibility Documents Uploaded • Individual Service Strategy (ISS) completed	Within 30 days of the first day of service/training.
Adding and ending services	Within 2 weeks of actual dates
Credential	Within 2 weeks of receipt of documentation
Day 1, 30, 60 and 90 Outcomes	Within 2 weeks of receipt of documentation

*Contractors will have a 30 day observance period to observe enrollees before making the decision on whether to approve or deny the enrollment in Delaware Job Link. In order to utilize the observation period, the contractor must have documented eligibility prior to the start of services/training, and the individual must be active the first day of the services/training. **No expenditure shall be invoiced for any participant prior to their approval in Delaware JobLink.**

- **The 30 day observation period is not a requirement you may make the best decision for your program.**

General DET Contract Policy 6 - Minimum Standard of Contact with Participants (TRAIN)

The Minimum Standard of Contact is a monthly face-to-face meeting.

This meeting must be one-on-one with participant and must include reviewing and documenting whether or not the adult is satisfactorily performing and attending training.

Contractors may request that the contact requirements be modified when such contact is not reasonable (e.g. illness, institutionalized). These requests must be made via email to the assigned Contract Specialist and may be allowed at the sole discretion of DET.

Nothing in this policy on the Minimum Contact Standard will take precedence over the Contractor's Response to the RFP or other contractual obligations.

Attempts to contact participants can stop when the client has not been responding to outreach efforts for more than consecutive three months. Outreach efforts must be documented in program notes and must include at least bi-weekly attempts to contact the client using at least two methods of contact (e.g. email and phone). This applies to pre and post exit. If this occurs, contractors must end any open service in the Service and Training Plan in Delaware JobLink with the last day of service. 90 days from the last end date entered, the client will exit the system. Nothing prohibits reengagement of the participant to provide post exit follow up services.

The purpose of the policy is to describe the procedure for entering electronic Program notes within the Delaware Job Link system (DJL). Program notes are essential to the effective provision of case management, as they assist with managing and supporting participant progress. Complete and detailed Program notes help plan, implement, and evaluate services.

Program notes are required to be entered at a minimum monthly from enrollment to exit. After exit, Program Notes should be entered into DJL to document contact with the client during his/her post exit follow up period. The post exit follow up plan will include the Day 1 thru Day 90 Employment Verification.

Procedure

Program notes will be notated on the Program Details screen of the individual participant. The following steps are required to complete a Program note:

1. Conduct a client search.
2. The first screen is the Case Details / Universal Information page. Scroll down and select the appropriate “Program Registration”
3. This will take you to the Program Details page. Select “Program Notes” and then select “Add a Note”
4. Select the “Type” of contact
5. Enter the “Reference Date” – this should be the date the contact occurred.
6. Enter a brief description (subject line)
7. Enter the detailed Program note within the “Notes” box. Program note should describe the when, where, who, what, and why. You are allotted up to 2500 characters. Upon completion of the note - please check the spelling.
8. Select “Save”

If you do not want to receive e-mails related to follow-up notifications leave the Re-contact date blank.

Program notes of a personal/sensitive nature should not be kept in DJL. Attachment A is a guide to assist contractors with what to include and not to include in the Program Notes.

Attachment A

Program Notes: What to Include and What to Leave Out

You can use your on program notes to refresh your memory about an individual. In addition, others might review your notes for different purposes.

- A coworker might need to consult your program notes to take action when you are not available.
- A supervisor might review your program notes to monitor the individual's progress or your compliance with federal and state policy.
- A monitor might review your program notes in a desk audit to monitor local compliance with state and federal policy and procedure, especially in data validation.

Whether to refresh your memory or to capture the information someone else needs about the case, program notes should always include:

- Date of the note
- Name of the staff member making the note
- Description of the event
- Factual description of the event
- Purpose of the decision or action involved
- Decision made or action taken
- Details of the decision or action
- Reasons for the decision or action
- Plans for future action
- In any questionable situation, a citation of federal, state, or local policy or procedure allowing the decision or action

In your program notes, you are not just representing yourself. Program notes are legal documents that also represent the local area program. So, ensure that your program notes are appropriate.

- Record facts only – behaviors you observed and statements you heard; do not make a diagnosis.
- Record facts accurately and completely.
- Never include judgmental opinions, stereotypical comments, or any offensive statements. Do not make any comments you could not defend in a court of law.
- If you must state an opinion relevant to the individual's participation and progress, be sure to label your statement as an opinion.
- Use clear, simple, concise language, including professional terminology if appropriate.
- Do not make sarcastic comments.
- Avoid metaphors or similes; just say what you mean directly.
- Do not comment on details that are not relevant to the individual's participation in program, services, or activities.

This procedure provides the process for DET to analyze and provide performance information to Contractors. This information is used to monitor the achievement of goals and success of the program. This procedure also outlines the expectation of Contractors in receiving the data.

Monthly Performance Data

On a monthly basis:

1. Performance validation letters and the current cumulative performance data (in Excel spreadsheets) will be forwarded by e-mail to contractors approximately on the 21st calendar day of a month.

2. Within 15 calendar days, the monthly validation data will be reviewed with the Contractor either via email confirmation that all data is correct or via telephone. Any and all corrections (additions, deletions, changes) will be identified and jointly agreed. In addition to reviewing the performance information, this period will be used to identify information due and any data entry necessary related to eliminate all open activities and update performance. A reconciliation memo will be forwarded to the Contractor to confirm all actions. Supervisor will be copied on this memo.

Finalized Performance Data

Contractors have until March 30th of the year following the end of the contract period. Performance data will be finalized through the monthly validation process completed in April of the year following the end of the contract period. Contract managers and contractors will agree upon all final data with contractors signing off on final validation letters.

This procedure establishes the standard for on-site contractor visits.

All contractors will be assigned a Contract Specialist for each program. Each Contractor will receive a monthly on-site visit where the Contract Specialist will complete a variety of tasks. The goal of your Contract Specialist is to support your funded program(s) by providing technical assistance, compliance reviews, and best practices.

Over the course of the program, the following tasks will be completed by the Contract Specialist:

1. Observation of Contractor's Program. This can include observing orientations, classroom time, job search activities, work experience sites, etc.

2. File Reviews (See Attachment A for TRAIN). This will include reviewing the contents of the physical and electronic files for compliance with applicable policies as well as content to ensure quality programming. It is expected that file reviews will take place several time throughout the contract period in order to review different items as they occur. For example, it is expected that file reviews will be conducted within the first two months of every new cycle, if applicable. The following is a guide on how many files should be reviewed:

Enrollment Goal	Minimum % of Files to Review
1-25	100%
26-50	75%
51-100	50%
100-200	35%
201+	25%

3. Participant Interviews (See Attachment C for Adult and D for Youth). This will include standardized questions that will be asked to participants. There may be unique questions added per program to inquire about a specific program component. Participant interviews will be scheduled with the Contractor throughout the duration of the program. The following is a guide on how many participants should be interviewed:

Enrollment Goal	Minimum % of Interviews to Conduct
1-25	100%
26-100	50%
101+	25%

4. Monitoring Report (See Attachment E). This is a formal report that includes a set of standardized questions aimed at identifying and documenting any concerns or issues and status of program. A minimum of one monitoring will be conducted. A second monitoring visit will be conducted for all contracts identified at the initial monitoring as having problems. The decision to require a second monitoring visit to contractors not identified as having problems is at the discretion of the Employment & Training Administrator. It is expected this will be completed within six months of the start of the contract period.

5. Equal Opportunity Review (See Attachment F): This is a formal report that includes a set of standardized questions aimed at ensuring Contractor is in compliance with the Equal Opportunity Requirements.

6. Other on-site visit/Technical Assistance. On-site visits will be conducted as needed. For example to accommodate Delaware JobLink training and new staff training needs. In addition to the minimum visits established above, monthly performance validations and other contacts with contractors will be used to identify potential problems. Whenever a potential problem arises that cannot be resolved through telephone/e-mail, an on-site visit will be conducted

With the exception of the Monitoring report and Other on-site visits/Technical Assistance, all tasks should be completed throughout the duration of the contract period.

The Contract Specialist will make all attempts to schedule monthly visits that align with program schedule and Contractor needs.

Every visit will result in a summary memo, which will be sent to the Contractor with a copy to the Supervisor and saved in the contractor’s file. Nothing in this policy prohibits the Contractor from requesting additional contact or visits within a month.

Attachment A

Delaware Department of Labor
Division of Employment and Training
Contract Unit

ADULT PARTICIPANT FILE REVIEW GUIDE

Participant Name:	Date of Review:
Funding Source: ( ) BC	Program:

Eligibility Documentation:

General Eligibility

Birth Date/Age: (Birth Certificate, Driver's License, State Id, Other: __________________

Residency: (Driver's License, State Id, Utility Bill, Letter from State Agency, Other: __________________

Citizenship/Immigration Status: (Completed Attachment D-Adult DET Policy 1): ________________________

Selective Service Registrant: www.sss.gov verification, Other: _______________________________

***Were documents related to General Eligibility Uploaded in DJL: ( ) Yes ( ) No**

Missing Eligibility Documentation: ____

Documentation of Assessments, Services and Performance Goal Attainment

Is there a signed EEO form in the file? ( ) Yes ( ) No

WEX Agreement ( ) Yes ( ) No

WEX Timesheets ( ) Yes ( ) No

Were case management notes located within the file or in DJL? ( ) Yes ( ) No

Do the notes and/or documentation indicate that the participant has been contacted in accordance with the minimum standard of contact? (Reference General Policy 7) ( ) Yes ( ) No

Are attendance records signed by the participant and instructor included within the files? ( ) Yes ( ) No

Does the participant file contain the following (referencing Adult Policy 4)?

Evaluations / Reviews ____

Hours of Attendance ____

Test grades ____

Training Progress/Competencies ____

Credential Attainment____

Was the client placed in Job Search and Placement Assistance in their S&T after completion of their Occupation Skills Training? ( ) Yes ( ) No

Was documentation to support outcomes located within the file in accordance with Adult Policy 7? ( ) Yes ( ) No

Does the participant file reflect the file structure specified in General Policy 1? ( ) Yes ( ) No

If the individual has been exited is their evidence to support an updated resume? ( ) Yes ( ) No

If the individual has been exited, is their evidence to support post-exit and follow up services? ( ) Yes ( ) No

<u>Notes</u>:

Attachment C

Adult Participant Program Survey

Name: ___________________________________ Program: ____________________________________

Please respond based on your experiences within this program.	Agree	Disagree	Not Applicable
Does the Staff have a positive attitude when working with you?			
Do you receive assistance when you need it?			
Do you feel that you have improved your academic skills as planned within the Individual Service Strategy (ISS)?			
Have you learned the skills necessary to make you a valuable employee?			
Are you now better prepared to seek employment than when you started the program?			
Do you feel comfortable interviewing for employment?			
Have you learned effective problem solving methods to make sure you can maintain employment?			
Have you been made aware of the Non-Discrimination , Grievance Procedures (including Equal Opportunity) and Disabled Accessibility			

Did you complete a resume in the program? Yes or No, Why?

How often do you discuss your ISS - e.g goals, progress during the program, work experience sites, post training goals, etc. during participation with your instructor or case manager?

Has the program manager met with you to discuss barriers (e.g – financial planning, substance abuse, transportation, computer skills).

Have you had any attendance issue? Yes or No, Why?

Are you on track to graduate with your class? Yes or No, Why?

How well did the content that was delivered match what you were promised when you started?

Did your instructor(s) know their subjects well and did they give clear explanations of the topics?

Would you recommend this class to your friends? Yes or No, Why?

Comments/Recommendations:

Attachment E

STATE OF DELAWARE
DEPARTMENT OF LABOR
DIVISION OF EMPLOYMENT AND TRAINING
MONITORING REPORT

DATE OF VISIT:

CONTRACTOR:

CONTRACT #:

CONTRACTOR REPRESENTATIVE & TITLE:

FUNDING SOURCE & AMOUNT:

TOTAL: $____________ (   ) Adult: $_____________ (   ) Performance: $_____________

Funds spent/earned YTD:

TOTAL: $____________ (   ) Adult $_____________ (   ) Performance $_____________

Are there any budgeting issues that need to be addressed?

Is the staff listing (obtain from contractor) consistent with staff found in the budget in the contract?

Is a modification needed?

Adult Performance Reported as of:

Performance Measures	Goal from Milestones	Current PPS Goal	Current PY Actuals
Enrollment			
OST Completion			
Credential Attainment			
Participation in Work Experience			
Day 1 Outcome			
Employment Outcome Day One Wage (Minimum)			
Day 30 Outcome			
Day 60 Outcome			
Day 90 Outcome			

1. Did you experience, or are you experiencing, any issues with recruitment, or eligibility determination?

2. Are you having any data entry issues with either Delaware JobLink (DJL) or complying with DET policies and procedures?

3. What is your attendance policy? What steps do you take if the student misses time?

4. Is computer training part of your curriculum?

5. Are your students on track for obtaining their Credential?

6. Are you offering Career Exploration and/or entrepreneurial skills training? How?

7. What connections do you have with employers as it relates to your training and job placement?

8. Are you providing work based learning where participants have the opportunity to engage and learn from employers? This can include job shadowing, work experience/internship.

9. Does your curriculum demonstrate the linkages between academic instruction and occupational training and provide effective connections to employers?

10. Do you have linkages with other Human Service Providers for Supportive Services and/or drug and alcohol counseling?

11. What is your most used Direct Benefit/Supportive Service item? Do you have a written incentive policy? (Obtain a copy)

Comments:

Attachment F

STATE OF DELAWARE
DEPARTMENT OF LABOR
DIVISION OF EMPLOYMENT AND TRAINING
EEO MONITORING REPORT

CONTRACTOR:

CONTRACT #(s):

DATE OF REVIEW:

SITE LOCATION MONITORED:

CONTRACTOR REPRESENTATIVE & TITLE:

MONITOR NAME:

1. Do you understand equal opportunity requirements are contractually binding and you will be held responsible for compliance? ( ) Yes ( ) No If no, explain:

2. Are the current Equal Opportunity posters prominently displayed? ( ) Yes ( ) No If no, explain:

3. Discuss how the following general contract provisions are enforced and if there is a written policy provided on the following:

    - Non-Discrimination

    - Grievance Procedures (including Equal Opportunity)

    - Disabled Accessibility

4. Are the proper Tag Line included on all publications? The taglines are:
    - Equal opportunity employer/program;
    - Auxiliary aids and services are available upon request to individuals with disabilities; and
    - Funded by Delaware Workforce Development Board and Department of Labor.

( ) Yes ( ) No If no, explain:

5. Are all participants assigned to training on a non-discriminatory basis? (   ) Yes (   ) No If no, explain:

6. Is a record kept on eligible participants who were not selected for training and the reason for non-selection? (   ) Yes (   ) No If no, explain:

7. Do you have an orientation process for participants that provide information on the rules and regulations of the training site, EO rights, and all other applicable or appropriate services that are available through the service delivery area or other service providers? ( ) Yes ( ) No If no, explain:

8. Are your supervisors/instructors given orientation concerning EO rights and responsibilities? ( ) Yes ( ) No If no, explain:

9. Is there communications system to allow communications with the hearing impaired? ( ) Yes ( ) No If no, explain:

10. Do you have a Limited English staff person (such as a staff person who speaks Spanish fluently?) ( ) Yes ( ) No If no, explain:

This policy describes the procedure that will be followed when a "substantial finding" is determined. A Substantial Finding is one that may result in a questioned cost or a deficiency in documentation or operations that affects more than 10% of potential individuals and/or it is determined that the contractor is out of compliance with the Contract and its appendices or any policy and procedure found within the contract procedure guide (administrative finding).

1. When a finding is determined but is at or below the 10% level or there is an administrative finding, the contractor will be notified. A 15 working day voluntary compliance period begins. By the 15th day, an on-site visit is completed to determine if the appropriate actions were taken. If the correction has been satisfactorily completed, the action ends and a memo sent to the contractor documenting the successful action. If it has not been completed satisfactorily, the process continues to step 2 under substantial findings.

The process for Substantial Finding follows:

1. Visit of any type identifies/confirms a "Substantial Finding".

2. A Notice of Corrective Action is issued Employment & Training Contract Unit. The letter will contain a description of the problem(s), the specific remediation that is required and notice that the contractor is to respond with their "Correction Plan" to DET in writing within 10 working days.

   The contractor response will describe the way that the problem(s) will be fixed and the action(s) that will be taken to prevent this from occurring again. It will describe the following:

   - Who will be responsible for the correction
   - What problem(s) are being addressed
   - When it will be accomplished
   - How the correction will be done

   (In cases where the problems are multiple, each finding is to be addressed separately)

3. The Corrective Action Plan will be jointly discussed with the Provider Agency and DET Contract Management Team. Modifications to the plan will be requested if necessary to enable DET to accept the plan. A schedule for mid-point and final review will be established.

4. The scheduled reviews by DET Contract Management staff are conducted.

5. Following reviews the Director of Employment & Training will receive one of four notifications

- The correction is on target and continuing.
- The corrective action has been completed successfully
- The corrective action has made considerable progress and DET has granted additional time to complete the corrective actions steps. (In this situation, reviews are again scheduled and the work goes back to Step 5.
- The corrective action has failed and it is recommended that the Director of Employment & Training end the contract. This notice will include a recommendation on the path forward to be followed

6. Director of Employment & Training Action

Caveats

- All days referred to in this policy will be work days
- Nothing in this policy will preclude DET from recommending termination at any time per the terms of the contract for substantive cause.
- Nothing in this policy will prevent the Director of Employment & Training from exercising their right to terminate at any time per the provisions of the contract.
- Should egregious violations be identified, DET at its discretion may waive the 15 day voluntary compliance period

Either party may at any time during the term of this Contract request a modification. Request for modification of this Contract shall be in writing, specifying the changes sought and the reason therefore. The parties shall review the request for modification in terms of the appropriate laws, regulations, and program goals. Should the parties consent to modification of the Contract, then a modification will be drawn, approved and executed, consistent with the policies of the DET. No modification will have effect unless executed under the terms of this paragraph.

The following are general rules for modifications:

1. All modifications require the approval of the Employment & Training Administrator or his/her designee prior to sending to the Contractor.
2. Substantial modifications will be reviewed with the Chairperson of the appropriate funding committee or Proposal Review Committee for approval as determined appropriate by the Employment & Training Administrator or his/her designee.
3. The Employment & Training Administrator may allow a letter modification to replace a signature modification, in extraordinary circumstances.
4. In no case, may expenditures exceed the total amount of the contract. The Workforce Development Board will authorize all increases in contract amounts.

No Modification is needed in the following circumstances:

1. If there is an over expenditure that exceeds the original budget line by up to $200, as long as the expenditures are within the overall budget. In order to monitor this clause Contract Specialists will review financial reports monthly in order to identify problems with overages. In addition, at the time of the submission of the final Financial Report, the Contract Specialist will complete a final review; all overages will be noted, initialed and dated with a copy placed in the contract file. Problems with overages at any time will immediately be reported to both Fiscal and the Employment and Training Administrator.
2. Changes in assigned staff should be reported to the assigned Contract Specialist, and only require a modification if there is a change to the approved budget (which includes staff listing). In this case, a signature modification should be processed as this may impact the budget and services.
3. Changes in start dates for training/services should be reported to the assigned Contract Specialist. The Contract Specialists will document correspondence in contract file and notify the American Job Center(s). A Letter Modification should be processed if start dates for training/services vary by more than three months from the original proposed date.

Modifications will be processed by either a Signature Modification or a Letter Modifications depending on the scope of the modification and as described in this policy. The following describes the process and provides guidance on each.

Signature Modifications

This type of modifications will be considered executed when the Contractor (same signature as on original contract) and Director of the Division of Employment & Training has signed them.

Signature Modifications consists of three separate sections to create one document in the following order:

1. Signature page with all appropriate sections completed (Attachment A);
2. A description of the modification that included a rationalization for the approval (answers questions who, what when, where, why, and how); and

3. Copies of all contract pages affected with completed changes

Signature Modifications will be used in the following circumstances:
1. Any budget modifications over the allowed $200 per line.
2. Changes to contract language that impact any clause (including all appendices) or impact performance measures unless the modification corrects an error on the Administrative Entities part. In this case, a Letter Modification may be processed.
3. Changes in key performance items, service delivery methods, or partnership as described in the original proposal or any appendix. For example the population served differs from the description in proposal, a service described in the proposal is not being implemented, a decrease in the number of training/service hours or a change in the method of training/service provided during the term of the contract.
4. Other circumstances as the Employment & Training Administrator or his/her designee see fit.

Letter Modifications

This type of modifications will be considered executed when the Contractor Representative (not necessarily the same signature on the contract) has signed the modification acknowledging receipt. No signature is required by the Administrative Entity (DET)

Letter Modifications consists of three separate sections to create one document in the following order:
1. A letter that describes the modification elements requested, the modification elements approved, and a justification explaining the reasoning that supports the elements that were approved for change. This letter will also include a signature line for use by the contractor in order for the contractor to accept the modification (Attachment B);
2. Copies of any contract pages affected with completed changes; and
3. Copy of the request that was submitted by the contractor.

Letter Modifications will be used in the following circumstances:
1. Correction to an administrative error related to the contract. It corrects a situation where an item that was previously agreed upon by all parties is incorrectly represented in the contract. This includes a correction being made to all contracts or one.
2. Changes in start dates for training/services that vary by more than three months.
3. Other circumstances as the Employment & Training Administrator or his/her designee see fit.

Attachment A: Signature Modification Format Cover Page
Attachment B: Letter Modification Format Cover Page

Attachment A

CONTRACT/MODIFICATION SIGNATURE SHEET
PROGRAM YEAR ______________

1. Contract No.: ______________________

Date Prepared: ______________________

2. Modification No.: ______________________
a) Effective Date: ______________________
Date Prepared: ______________________

GRANTOR:
DEPARTMENT OF LABOR
Division of Employment & Training and

4425 North Market Street
Wilmington, DE 19802

CONTRACTOR:
Contractor Name and Address

PROGRAM NAME/TITLE ______________________________________

(C) This Agreement is entered into by the Department of Labor, Division of Employment and Training (hereinafter referred to as DET) and_______ (hereinafter referred to as Contractor) who agrees to operate, in a satisfactory manner as determined by the DET, the project component described herein.

(D) OBLIGATIONS

*1. Funds obligated by the DET to the Contractor $* ___________ ***$*** ___________

2. These funds cover the Agreement Period ______________ *to* ______________

(E) MODIFICATION

(1) This modification ( ) increases ( ) decreases ( ) does not change funds previously obligated by

(2) Notwithstanding anything to the contrary all terms and conditions of the original Agreement are applicable to this modification, except where specifically noted herein.

PROGRAM YEAR ______

TYPE	Blue Collar
TOTAL AWARD	*$*
SUPPORTIVE	*$*
TOTAL	*$*

APPROVED: DIVISION OF EMPLOYMENT AND TRAINING
BY: Stacey Laing
TITLE: Director
SIGNATURE: ______________________
DATE: ______________________

APPROVED: CONTRACTOR
BY: ______________________
TITLE: ______________________
SIGNATURE: ______________________
DATE: ______________________

Attachment B

STATE OF DELAWARE
DEPARTMENT OF LABOR
DIVISION OF EMPLOYMENT & TRAINING
4425 NORTH MARKET STREET
WILMINGTON, DELAWARE 19802

LETTER MODIFICATION

TO: Contractor contact
Agency

FROM: Contract Manager

RE: Modification #
Contract #

Date Prepared:

Effective Date:

Letter that describes the modification elements requested, the modification elements approved, and a justification explaining the reasoning that supports the elements that were approved for change.

Received by Contractor's representative (printed name)

(Signature) ___________________________________ (Date) _____________

cc: DET Contract Unit
DET Fiscal Unit

1. **Purpose**
   To provide the necessary guidance and policy for eligibility determination to staff who determine eligibility for enrollment into an Adult Occupational Skills Training funded with state TRAIN funds.

2. **Definitions**
   Many terms found within this policy are defined in the Definitions Section of the current Contractor's Procedures Guide or as they have been updated and disseminated.

3. **Verification Requirements**
   All participants must be registered with a Jobseeker account in Delaware JobLink (DJL). Certain data elements entered during registration must be verified while others must be documented.

   Verification and documentation are different.

   Verification means to confirm eligibility requirements through examination of official documents: for example, social security card, birth certificates, or public assistance records.

   Documentation means to maintain physical evidence, which is obtained during the verification process. Such evidence would be copies of documentation, and signed self-certification statements (Attachment E) (for use only with Contract Specialist's prior approval).

   A participant must be determined eligible and documentation supporting eligibility must be uploaded in (DJL) prior to the first day of service. At this point the participant is in pending status. See General Policy 3 regarding uploading documentation. Once the enrollment for the participant is approved in DJL, they are considered enrolled and in the denominator for performance.

   This policy contains a list of acceptable documents or methods for verifying and documenting each required eligibility factor. This list is attached as Attachment A. This list is extensive but not all inclusive. Before using a document or method to verify eligibility that is not included in this policy, approval must be obtained from your Contract Specialist. This policy also includes several attachments that are required forms for documenting eligibility.

   All eligibility items are documented at the time of enrollment.

3. **General Eligibility**
   Eligibility factors described in this section are common to all programs. B-E must be documented. See Attachment A for the list of acceptable documentation.

   A. <u>Registered in DJL</u>
      Registration is the process of collecting information to support a determination of eligibility. This is complete when the participant or staff have completed all of the following demographic sections:
      - Personal. This includes:
        - Social Security Number. Social Security Number is not required but is requested in order to obtain employment outcomes. If a participant does not want to provide their Social Security number, Attachment B will be completed.
      - Veteran Status. It is important that the client answers these questions accurately so they can benefit from applicable services/priority.
      - Wounded Warrior Caregiver
      - Migrant Worker

- Employment Status
- Eligibility to Work in the US
- Dislocated Worker
- Work Wanted
- Low Income (this does not include the Low Income Monetary Determination Section)
- Public Assistance Information
- Needs and Barriers
- Work Wanted.

Staff will review the sections with participants and edit as appropriate during their first appointment with participant.

Releases in Delaware JobLink:

- The Equal Opportunity Notification (found on the Enrollment Details screen under "EEO Printable Version" shall be reviewed with participant, signed, and placed in file.
- Delaware JobLink Authorization for the Release of Information (found on the Universal Screen under "Printable Client Releases").
- The Provider may have additional releases unique to their program not found in DJL.

B. Citizenship or Eligible to Work

A participant must be authorized to work in the United States to receive services. Participation in programs and activities or receiving funds shall be available to citizens and nationals of the United States, lawfully admitted permanent resident aliens, refugees, asylees, and parolees, and other immigrants authorized by the Attorney General to work in the United States.

C. Age

A participant must be 18 or older at the start of training.

D. Residency

Preference shall be given to Delaware residents. Exceptions to this are when:

- Participant lives in a town split by state boundaries (e.g. Delmar); or
- Participant lives in a bordering state; or
- Participant lives in another states and is collecting/exhausted Delaware Unemployment Insurance.

E. Selective Service Registrant

Men born after December 31, 1959 must register with Selective Service within 30 days of their 18^{th} birthday or at least before they reach the age of 26. This includes males who are:

- Citizens of the U.S.;
- Non-citizens, including illegal aliens, legal permanent residents, seasonal agricultural workers, and refugees, who take up residency in the U.S. before their 26^{th} birthday; and/or
- Dual nationals of the U.S. and another country regardless of whether they live in the U.S.

For U.S. citizens, Selective Service registration is not required if the man falls within one of the following categories:

- Men who are serving in the military on full-time active duty;
- Men attending the service academies;
- Disabled men who are continually confined to a residence, hospital or institution; and/or
- Men who are hospitalized, institutionalized, or incarcerated are not required to register during their confinement; however, they must register within 30 days after being released if they have not yet reached their 26^{th} birthday.

For non-U.S. citizens, Selective Service registration is not required if the man falls within one of the following categories:

- Non-U.S. male who came into this country for the first time after his 26^{th} birthday.
- Non-U.S. male who entered the U.S. illegally after his 26^{th} birthday.
- Non-U.S. male on a valid non-immigrant visa.

See Attachment C for a desk aid of who should register.

Any male who is between the ages of 18 and 26 and has not registered would be required to register prior to enrollment.

Male participants who are over the age of 26 who did not register with Selective Services may receive services if they can establish that their failure to register was not intentional. See Adult Policy 2 for the procedure for documenting and requesting approval for this circumstance.

7. **Attachment List**

A. List of Acceptable Documentation
B. Client Acknowledgement for no SSN
C. Selective Service Desk Aid
D. Citizenship or Eligible to Work Form
E. Self –Certification Form
F. Statement of Family Size
G. Income Worksheets

List of Acceptable Documentation

The following is a list acceptable documents for each required eligibility factor. All documents with an expiration date, must be current. This list is extensive but not all inclusive. Before using a document or method to verify eligibility that is not included in this policy, approval must be obtained from your Contract Specialist.

Eligibility Category	**Eligibility Criteria**	**Acceptable Documentation**
General Eligibility	Citizenship or Eligible to Work	Documents listed in accordance with the I-9 found at https://www.uscis.gov/i-9 must be verified. Attachment D shall be completed as documentation that items were verified.
	Age/Date of Birth	• Driver's License • State or Federal ID • Birth Certificate • Baptismal record (if date of birth shown) • DD-214 or Report of Transfer or Discharge Paper • Passport • Hospital Record of birth • Public Assistance/Social Service Records • School Records/Identification Card • Work Permit
	Residency	• Driver's License or State ID • Utility Bill • Lease or Landlord Statement • Rent Receipt • Voter Registration Card • Public Assistance/Social Service Records • Document from a School / School District
	Selective Service Registrant Documentation should support registration or that Participant was not required to register See Adult Policy 2 for those who are not registered, were required to, and their 26th birthday has passed (not able to register).	• Internet Verification https://www.sss.gov/ • Selective Service Acknowledgement Letter • Selective Service Registration Card • Selective Service Verification Form (Form 3A) • DD-214, "Report of Separation" • Stamped Post Office Receipt of Registration • Selective Service Telephone Verification (847) 688-6888 • Date of entry stamped on passport • I-94 with date of entry stamp • Letter from U.S. Citizenship and Immigration Services (USCIS) indicating the date the man entered the U.S. • Proof he was not living in the U.S. from 18-25 (for those who entered illegally after 26th birthday).

I, _________________________ have opted to not provide my social security number. The program in which I am applying for training (Adult Occupational Skills Training Program) use individual's social security numbers to report employment outcomes to the Delaware Workforce Development Board. I understand that my employment outcomes will not be reported in this manner and therefore will provide the training program staff with my employment information, including copies of paystubs as they are requested, for no less than six months after I complete the training program. This is required in order for my employment outcomes and success to be reported and ensures that free training opportunities continue to be available.

Participant Signature Date

Selective Service Desk Aid

SELECTIVE SERVICE-WHO MUST REGISTER FOR?

Note: With only a few exceptions, the registration requirement applies to all male U.S. citizens and male immigrants residing in the United States who are 18 through 25 years of age.

Category	Yes	No
All male U.S. citizens born after December 31, 1959, who are 18 but not yet 26 years old, except as noted below:	X	
Military Related		
Members of the Armed Forces on active duty (active duty for training does not constitute "active duty" for registration purposes)		X*
Cadets and Midshipmen at Service Academies or Coast Guard Academy		X*
Cadets at the Merchant Marine Academy	X	
Students in Officer Procurement Programs at the Citadel, North Georgia College and State University, Norwich University, Virginia Military Institute, Texas A&M University, Virginia Polytechnic Institute and State University		X*
National Guardsmen or Reservists not on active duty/Civil Air Patrol members	X	
Delayed Entry Program enlistees	X	
ROTC Students	X	
Separatees from Active Military Service, separated for any reason before age 26	X*	
Men rejected for enlistment for any reason before age 26	X	
Immigrants**		
Lawful non-immigrants on current non-immigrant visas. A complete list if acceptable documentation for exemption may be found at https://www.sss.gov/portals/0/pdfs/documentationlist.pdf		X
Permanent resident immigrants (USCIS Form I-551)	X	
Seasonal agricultural workers (H-2A Visa)		X
Refugee, parolee, and asylee immigrants	X	
Undocumented immigrants	X	
Dual national U.S. citizens	X	
Confined		
Incarcerated, hospitalized, or institutionalized for medical reasons		X*
Handicapped physically or mentally		
Able to function in public with or without assistance	X	
Continually confined to a residence, hospital, or institution		X
Transgender People		
U.S. citizens or immigrants who are born male and have changed their gender to female	X	
Individuals who are born female and have changed their gender to male		X

*Must register within 30 days of release unless already age 26

NOTE: To be fully exempt you must have been on active duty or confined continuously from age 18 to 25

**Residents of Puerto Rico, Guam, Virgin Islands, and Northern Mariana Islands are U.S. citizens. Citizens of American Samoa are nationals and must register when they are habitual residents in the United States or reside in the U.S. for at least one year. Habitual residence is presumed and registration is required whenever a national or a citizen of the Republic of the Marshall Islands or the Federated States of Micronesia, or Palau resides in the U.S. for more than one year in any status, except when the individual resides as an employee of the government of his homeland or as a student who entered the U.S. for purpose of full-time studies, as long as such person maintain that status.

Attachment D

The following is a list of acceptable documents. All documents must be unexpired and originals (no copies). In order to document a participant's United States citizenship or eligibility to work in the United States, staff must verify one of the documents listed in List A or a combination of one document listed in List B with one document in List C.

This completed form is the only items required to be uploaded in Delaware JobLink to document citizenship or eligibility to work.

Please circle the document(s) verified.

LIST A **Documents that Establish Both Identity and Employment Authorization**	**OR**	**LIST B** **Documents that Establish Identity**	**AND**	**LIST C** **Documents that Establish Employment Authorization**
1. U.S. Passport or U.S. Passport Card		**1.** Driver's license or ID card issued by a State or outlying possession of the United States provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address		**1.** A Social Security Account Number card, unless the card includes one of the following restrictions: (1) NOT VALID FOR EMPLOYMENT (2) VALID FOR WORK ONLY WITH INS AUTHORIZATION (3) VALID FOR WORK ONLY WITH DHS AUTHORIZATION
2. Permanent Resident Card or Alien Registration Receipt Card (Form I-551)		**2.** ID card issued by federal, state or local government agencies or entities, provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address		**2.** Certification of report of birth issued by the Department of State (Forms DS-1350, FS-545, FS-240)
3. Foreign passport that contains a temporary I-551 stamp or temporary I-551 printed notation on a machine-readable immigrant visa		**3.** School ID card with a photograph		**3.** Original or certified copy of birth certificate issued by a State, county, municipal authority, or territory of the United States bearing an official seal
4. Employment Authorization Document that contains a photograph (Form I-766)		**4.** Voter's registration card		**4.** Native American tribal document
5. For a nonimmigrant alien authorized to work for a specific employer because of his or her status: **a.** Foreign passport; and **b.** Form I-94 or Form I-94A that has the following: (1) The same name as the passport; and (2) An endorsement of the alien's nonimmigrant status as long as that period of endorsement has not yet expired and the proposed employment is not in conflict with any restrictions or limitations identified on the form.		**5.** U.S. Military card or draft record		**5.** U.S. Citizen ID Card (Form I-197)
6. Passport from the Federated States of Micronesia (FSM) or the Republic of the Marshall Islands (RMI) with Form I-94 or Form I-94A indicating nonimmigrant admission under the Compact of Free Association Between the United States and the FSM or RMI		**6.** Military dependent's ID card		**6.** Identification Card for Use of Resident Citizen in the United States (Form I-179)
		7. U.S. Coast Guard Merchant Mariner Card		**7.** Employment authorization document issued by the Department of Homeland Security
		8. Native American tribal document		
		9. Driver's license issued by a Canadian government authority		
		For persons under age 18 who are unable to present a document listed above:		
		10. School record or report card		
		11. Clinic, doctor, or hospital record		
		12. Day-care or nursery school record		

Staff Complete:
I have reviewed the official documents circled in the lists above to verify participant is a citizen or eligible to work.

Staff Signature:____

Participant Complete:
I have supplied these documents circled in the lists above to the Program in order to verify that I am a United States citizen or eligible to work in the United States.

Participant Signature:____

SELF-CERTIFICATION FORM

IDENTIFYING INFORMATION
Applicant's Name: ____________________
Item being Documented: ____________________

I HEREBY CERTIFY UNDER PENALTY OF LAW, THAT THE FOLLOWING INFORMATION IS TRUE:

____

____

____

____

____

I ATTEST THAT THE INFORMATION STATED ABOVE IS TRUE AND ACCURATE, AND UNDERSTAND THAT THE ABOVE INFORMATION, IF MISREPRESENTED, OR INCOMPLETE, MAY BE GROUNDS FOR IMMEDIATE TERMINATION AND/OR PENALTIES AS SPECIFIED BY LAW.

____________________ ____________________

APPLICANT'S SIGNATURE and DATE APPLICANT'S PHONE NUMBER

____

APPLICANT'S ADDRESS

____

SIGNATURE OF PARENT OR GUARDIAN (as needed)

CERTIFICATION
I certify that the individual whose signature appears above provided the information recorded on this form.
Staff Signature/Date:
Supervisor or Reviewer Signature/Date:

Selective Service Registration is an eligibility requirement as detailed in TRAIN DET Contract Policy 1. See this policy on who is required to be registered and how to document registration. This policy provides the procedure in how to request a waiver to the Selective Service Requirement.

Procedure

Any males who was required to registered but failed to do so is first required to request a Status Information Letter. Once the letter has been obtained, the individual must present the letter with evidence to support his failure to register was not knowing and willful.

Evidence presented may include the individual's written explanation and supporting documentation of his circumstances at the time of the required registration and the reasons for failure to register. The individual should be encouraged to offer as much evidence and in as much detail as possible to support his case. The following are examples of documentation that may be of assistance in making a determination in these cases:

1. Service in Armed Forces. Evidence that a man has served honorably in the U.S. Armed Forces such as DD Form 214 or his Honorable Discharge Certificate. Such documents may be considered sufficient evidence that his failure to register was not willful or knowing.
2. Third Party Affidavits. Affidavits from parents, teachers, employers, doctors, etc., concerning reasons for not registering, may also be helpful to grantees in making determinations in cases regarding willful and knowing failure to register.

In order to establish consistency regarding the implementation of the requirement, contractor staff need to ask the following questions when determining whether a failure to register is knowing and willful:

- Was the individual aware of the requirement to register?
- If the individual knew about the requirement to register, was he misinformed about the applicability of the requirement to him (e.g., veterans who were discharged before their 26th birthday was occasionally told that they did not need to register)?
- On which date did the individual first learn that he was required to register?
- What actions, if any, did the individual take when he learned of the requirement to register?
- Where did the individual live when he was between the ages of 18 and 26?

Answers to the above questions with the Status Information Letter and evidence presented should be forwarded to the assigned Contract Specialist for a request to waive the Selective Services requirement. These documents should also be uploaded in Delaware JobLink as part of the eligibility documentation requirements.

No waiver will be granted if the determination is made that evidence shows that the individual's failure to register was done knowingly and willfully.

All services and performance measures/outcomes attained must be documented in accordance with this policy. Specifically, performance measures/outcomes must be documented prior to being entered in the Management Information System (Delaware JobLink). See General Policy 5 for data entry timelines. There is an expectation that all data entry will be entered into DJL in a timely manner. Files containing all documentation substantiating services and performance must be available upon request.

For the definitions of terms found in this policy, see the Definitions section of the Contractor's Procedure Guide.

A. Training

Documentation Requirements:

1. Occupational Skills Training
   This will be documented in the following way:
   1. Documentation of attendance. This requires both the participant and trainer signature. Attachment B is a sample attendance sheet that may be used to document attendance. For successful OST completion, documentation must confirm that, at a minimum, 85% of the scheduled Training was completed; and
   2. Graded and/or completed assignments, portfolios, and other evidence of training.

2. Work Experience (includes Internship/Externship, On the Job Training, and Clinical)
   This will be documented through completed Work Experience timesheets (Attachment C), Work Experience Agreement, and Work Experience Monitoring. For standard Work Experience Agreement and Work Experience Monitoring Form, see Adult Policy 7-Work Experience.

B. Credential (See Definitions)

Documentation of the credential must come from the credentialing entity. This can be a copy of the credential, written verification (emails accepted) from credentialing entity, or a screenshot from the credentialing entity's website. In all case, the documentation should include the Participant's name, date of attainment (including passage of credentialing exam), and title of credential attained.

C. Employment (See Definitions)

Employment that began prior to initiation of the training activity is not eligible as Employment (Placement Day 1-90), unless otherwise noted in the Agreement or employment meets the definition of Placement Upgrade found in TRAIN Policy 5. For employment that begins during training the start date of employment will be the day after the last day training.

1. Employment must be documented in 4 increments:
   i. Day 1-Requires written documentation as described in Section 2 below.
   ii. Day 30-Requires written documentation as described in Section 2 below.
   iii. Day 60-May be verbal verification from the employer with Day 60 Verification Form completed by the Contractor Staff. Nothing prohibits written documentation or Work Number from being used to document Day 60.
   iv. Day 90-May be verbal verification from the employer with Day 90 Verification Form completed by the Contractor Staff. Nothing prohibits written documentation or Work Number from being used to document Day 90.

2. Day 1 and Day 30 Requirements:

In order to document Day 1 and Day 30, written documentation is required. The following are the requirements for written documentation:

i. The completed Employment Verification form(s) (Attachment A) signed by the employer. Signed copies sent via fax and email will be accepted;

ii. A pay stub that contains the following:
   - Participant Name
   - Employer Name
   - Period of Employment being documented
   - Wage information
   - Withholdings
   - Hours worked

   The paystub must always accompany an Employment Verification form completed by Contractor Staff. Any information not found on the Paystub must be obtained from the employer and may be accomplished on the telephone or via email; or

iii. Documentation from the Work Number combined with the Employment Verification form completed by the Contractor Staff. The Work Number can be used to document Day 1 and Day 30 only when at least one of the following criteria is met:
   - The employer will not provide information because they use The Work Number for their employment verifications; and/or
   - The client has not been responding to outreach efforts. Outreach efforts must be documented in case notes and must include more than one attempt to contact the client using at least two methods of contact (i.e. email and phone).

3. Documentation Timeframes
   Contractors are strongly encouraged to obtain documentation as soon as possible. Day 1 verifications can only count as documentation if obtained within 45 days of the date being documented. For example, the participant begins work on 7/1/2017, the Staff obtains written documentation by 8/15/2017 from employer, then 7/1/2017 would be the Day 1 and beginning of the tracking period. All other items (Day 30, 60, & 90) would be based on this start date. Using the same example, if the participant started on 7/1/2017 and the Staff did not get documentation until 8/16/2017, then 8/16/2017 would be the Day 1 and this date would begin the tracking period for Day 30, 60, & 90.

D. General Documentation Items:

1. Written verification obtained via an e-mail is acceptable when the e-mail is from the employer and when there is sufficient evidence to support that the e-mail came from the employer.

2. The use of signatures obtained prior to the date of the documented performance event is forbidden.

3. Documentation must be obtained prior to performance being claimed in Management Reporting System.

4. The use of White Out is forbidden on verification forms.

Attachment A

Employment Verification Form

Name of Participant ____

Date of employment being Verified _________________________

Employer Name _______________________________

Employer Address _______________________________

Employer City, State, Zip ________________________________

Employer Phone Number ________________________________

Job Title __________________________________

Hours Worked Per Week ____________**Hourly Wage** $___________

Employment is expected to last 180 days or more (Day 1only)? ☐ Yes ☐ No

Signature of Employer/Trainer_____________________________________ **Date** ______________
Or Staff Person completing the form

For Staff Use Only:
Outcome being Verified
☐ Day 1 ☐ Day 30 ☐ Day 60 ☐ Day 90

Complete this portion if this is a telephone verification:

Name of Individual Contacted: ____

Title of Individual ____

Signature of Staff Person __________________________________Date: __________

Attachment B

Name of Program
Class Attendance
Time of Training
Date: _____ / _____ / _____

First Name	**Last Name**	**Time In**	**Lunch Out**	**Lunch In**	**Time Out**	**Signature**	**Comments**

Date:	
Instructor Signature:	
Time In:	
Time Out:	

Work Experience Time Sheet and Feedback

Participant Name:_____________________________

Work Experience Site:_________________________

Week of:_________________________

Date	**Day of week**	**Time In**	**Time Out**	**Lunch Deducted**	**Total**
				Total Hours	

Signatures (No signature shall be obtained prior to the last day worked.)

____ ____

Work Experience Provider Date Participant Date

Please check the block that best describes the Participant's performance.

Skill	Very Good	Good	Average	Needs Improvement
Quality of Work				
Dependability / Attendance				
Punctuality				
Appearance				
Productivity				
Attitude to Job / Other				

Please provide additional comments:

____

____

____

TRAIN DET Contract Policy 4 - Procedure for Achieving Day 1, Day 30, Day 60, and Day 90 Outcomes

TRAIN programs operate on a "no gap in services" policy. Stated simply, individuals must either be active in an activity or exited. If the individual is not involved in an activity for up to a 90 day period the system will automatically exit this individual. In situations where an exit is generated by the system, the exit date will be the last day of activity.

Procedure in Delaware Joblink (DJL)
Contractors are required to enter data in DJL.

1. When a participant completes or leaves training, the contractor will put an actual end date in the participants' Service and Training Plan (S&T) for the Occupational Skills Training (OST) service.

2. If the client is not employed, the 90 day Intensive Job Search (IJS) phase begins. The contractor will add a new service in the S&T as "Job Search and Placement Assistance" with an estimated and actual start date of the day following the actual end of the OST and the estimated end date of 89 days from the IJS's start date. There will be no break in service. At the end of the 90 day IJS period, if an <u>outcome has not been achieved</u>, the contractor enters an actual end date in the IJS service in the S&T leaving the individual from the IJS activity and entering no other activity. Entering no other activity will generate the exit 90 days later with no outcome.

3. When an individual during IJS or at its end achieves an Outcome Day 1(placement upgrade) and the contractor has documentation to support client's employment, the actual end date of the IJS in the S&T will be the day prior to the Day 1 Placement. A Follow Up Services-Achieved Day 1 Outcome is then entered in the clients S&T. All dates for this service are the same day as the Day 1. When entering the Day 1 placement in DJL, the contractors should use the actual start date of the placement if the supporting documentation is obtained within 45 calendar days. If the documentation to support placement is obtained after the 45th calendar days then the contractor must use the date the documentation was obtained when entering the Day 1 placement into the system.

4. When the contractor receives documentation that the client obtained Day 30, Day 60, and Day 90 performance outcomes, the appropriate services will be entered in the S&T all with the same dates as either the Day 30, 60, or 90. Please note: The data entry into DJL only requires one Day 1 placement, one Day 30 placement, one Day 60 placement, and one Day 90 placement.

The IJS activity shall not be greater than 90 days in total. Waivers to this portion of the policy may be requested and approved at DET's sole discretion. Approved waivers will be kept to a minimum and must be approved <u>prior to the 90 days expiring</u>. Two examples of a waiver request may be 1) that the participant obtained employment on the 95th day and documentation was obtained timely to be able to enter this outcome and 2) participant required unanticipated medical attention requiring a delay in job search. Note: both of these requests would have to made prior to the 90th days with the knowledge that the participant interviewed for a position and expects to hear back soon.

Last Date to Achieve Performance
The last date that performance can be achieved and credited to the contract for performance will be three months after the end date of the Agreement. A final query will be run within the last two weeks of the 4th month following the end of the Agreement. Contractors must have data entry completed in DJL by the time the final query is pulled.

An upgrade is defined as an assignment to a higher position, and/or an increase in hourly wages with their current employer. As part of this policy, DOL recognizes the addition of health benefits as an increase in wages or salary.

Provider must document any participant that is working at enrollment. Documentation includes employer, location, job title, start date, hours worked, wages paid, and health benefits received in order to determine upgrade placement upon completion of the Occupational Skills Training.

Delaware Division of Employment & Training

MONTHLY FINANCIAL REPORT

CONTRACT START DATE ______________ CONTRACT END DATE ______________

SECTION I

Month Submitted: ______________ **CONTRACT NO.** ______________

Agency Name: ______________

Address: ______________

____

SOURCE OF FUNDS (check one)

- ☐ Adult
- ☐ In-School Youth
- ☐ Out-of-School Youth
- ☐ Other: ______________

SECTION II - ACCOUNT OF EXPENDITURES BY LINE ITEM (INCLUDING ACCRUALS)

	PREVIOUSLY REPORTED	EXPENSES THIS PERIOD	CUMULATIVE EXPENSES	ANNUAL BUDGET
1. Staff Salaries				
2. Staff Fringe Benefits				
3. Staff Salary and Fringe Line 1&2				
4. Supportive Services to Participants				
5. Rent				
6. Custodial Services				
7. Utilities				
8. Consumable Supplies				
9. Postage				
10. Equipment & Furniture Purchase				
11. Equipment Rental				
12. Tuition				
13. Entrance Fees				
14. Training Materials				
15. Printing / Advertising				
16A. Travel - Student				
16B. Travel - Staff				
17. Staff Training				
18. Participant Wages (Wages & OJT payments, ect)				
19. Participant Fringes				
20. Insurance				
21. Professional Services				
22. Overhead / Indirect for Parent Org.				
24. Profit				
25. Other (Specifiy) ______________				
26. Other (Specifiy) ______________				
TOTAL				

ETS-476 Page 1 Revised 07/2017

SECTION III - CASH REPORT

	This Month	Year to Date
A. Total Receipts	______________	______________
B. Total Cash Disbursements	______________	______________
C. Cash Balance on Hand (A - B)		______________

D. Cash Needs: ______________ (Month 1) ______________ (Month 2)

SECTION IV

Comments: ______________

SECTION V - CERTIFICATION

I certify that, to the best of my knowledge and belief, this report is correct and complete.
All outlays and obligations are for the purpose set forth in this contract.

Prepared by: Name ______________

Phone ______________

Signature ______________ ______________ Date

Authorized by: Name ______________

Phone ______________

Signature ______________ ______________ Date

SECTION VI - INSTRUCTIONS

This form must be submitted to:
DOL_DET_Fiscal_Help@state.de.us
&
cc your Contract Specialist

SECTION II

Enter cumulative expenditures, including accruals.
Enter annual budgets as provided in contract.
Expenditures are not permitted on lines where annual budget is zero.
Line 4 (Supportive Services) may not be utilized for purposes other than identified in the contract.

SECTION III

Line D: Enter the estimated cash needed for the two consecutive months immediately following the reporting month.

REPORT IS DUE ON THE 12th OF THE MONTH - ORIGINAL

ETS-476 Page 2 Revised 02/2018

- Monthly Financial Reports are necessary for the disbursements of Cost Reimbursement funds. Attached to this Policy is the Monthly Financial Report to be used. Providers may request a modification to this report. DET will have sole discretion to approve or deny.

- By the 12th of every month, Contractors will submit a monthly financial report for any cost reimbursement expenditures. Monthly financial reports should be scanned to the following email address to DOL_DET_FISCAL_HELP@state.de.us with a cc to the assigned Contract Specialist.

- Fiscal processes payments within 30 days of receipt of your monthly Financial Report.

- Once the payments are processed, it can take an additional 7-10 days for the funds to be disbursed.

<u>*FOR STATE AGENCIES ONLY</u>

All funds are disbursed on an Intergovernmental Voucher (IV). DET Fiscal staff will contact the designated Contractor staff to request that the Contractor initiate the IV for the authorized amount.

Policy

The policy of the Division of Employment and Training (DET) requires all Work Experiences (including On the Job Training and Internships/Externships) that result in any participant working for contractor (see B under exemptions) or off site at a participating employer must be paid as an employee.

. Work Experiences are defined as a planned, structured learning experience that takes place in a workplace for a limited period of time. The goal is to provide hands-on experience that reinforces the classroom training. It also provides skills that may be added to participants' resumes as well as linking participants to local employers.

A work experience may take place in the private for-profit sector, the non-profit sector, or the public sector. Labor standards apply in any work experience where an employee/employer relationship, as defined by the Fair Labor Standards Act or applicable State law, exists.

Funds provided for work experiences may not be used to directly or indirectly aid in the filling of a job opening that is vacant because the former occupant is on strike, or is being locked out in the course of a labor dispute, or the filling of which is otherwise an issue in a labor dispute involving a work stoppage. No worker should be supplanted due to a Work Experience.

All participants will be paid at least the State of Delaware's minimum wage. Contractors will be reimbursed for participant wages at the state of Delaware's minimum wage. Nothing prohibits the Contractor from supplementing the wage with other funds.

To implement this, Contractors (must select one):

Opts to place participants on your organization's payroll. Participants must be treated like all other employees, for example, having all required deductions, including FICA, UI taxes, etc., as well as be covered under your organization's worker's compensation policy during their work experience time; or

Opts to use a temporary staffing agency to employ participants during the work experience time. The following is the link to the state approved temporary service agencies http://contracts.delaware.gov/contracts_detail.asp?i=3600. Provider must use one of these agencies.

While participating in paid Work Experience, all participants shall be paid as employees, and may not be classified as independent contractors that would necessitate the issuance of a form 1099.

Like all needed program services, Work Experiences should be referenced in the Individual Service Strategy (ISS). Work Experiences should be training related.

Required Forms and Monitoring

All Work Experience sites must have a signed Work Experience Agreement (Attachment A) and must be documented in accordance with Adult Policy 3-Documentation for Services and Performance Measures/Outcomes.

Contractors are required to conduct on-site monitoring and document using the Work Experience Monitoring Report Sheet (Attachment B). Monitoring should be conducted once every 80 hours.

Exemptions to this Policy

A. Paid Work Experiences are not required for TRAIN funded programs that provide occupational skills training leading to employment in an occupation that requires all of the following:
   1. A state issued license is required to work in the occupation;
   2. That license requires clinical hours; and
   3. It is common practice that the clinical hours are not paid

   An example is the required clinical hours for a CNA program.

B. Participants doing Experiences with contractor's organization shall be limited to 10% of the total participants for the contract period. A waiver to this may be requested and approved at the sole discretion of DET. All requests must be made via email to the assigned Contract Specialist and must be approved prior to implementation.

C. Contractor may request a waiver to the forms provided in this policy to the assigned Contract Specialist. Waivers may be approved at the sole discretion of DET.

DJL Guidance

Work Experience (WEX) and Clinical shall be entered in Delaware JobLink (DJL) as a service in the Service and Training plan (see DJL guide). When adding the WEX or Clinical service, this should always be done with a status of "in-progress" in the beginning and closed out with the actual end date with a status of "Completed" if the participant achieved at least 85% of the planned hours or "Unsuccessful Completion" if they achieved less than 85% of planned hours. The start and end date must reflect the actual dates the WEX or Clinical was completed. When entering the Occupational Skills Training services in the Service and Training plan, the estimated end date should include the time needed to successfully complete the WEX or Clinical.

Attachment A

Work Experience Agreement

Participant Name: ___________________________

Work Experience Site Name and Department:
____

Work Site Location (full address):
____

Contact Name, E-mail address, and Phone #:
____

Position: _______________________

Job Duties/Skills to be Acquired:
____
____
____
____

Total Planned Hours In Work Experience Activity: ___________

Planned Work Experience Schedule

Start Date: _______________ End Date: __________

Day	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Scheduled Work Hours							

The Work Experience Provider agrees to the following:
- Will not supplant existing worker with Participant.
- Will not use Work Experience to directly or indirectly aid in the filling of a job opening that is vacant because the former occupant is on strike, or is being locked out in the course of a labor dispute, or the filling of which is otherwise an issue in a labor dispute involving a work stoppage.
- Apply all applicable Labor Laws to Participant (e.g. required breaks).
- Provide supervision at all times during Work Experience.
- Provide a fully completed time sheet weekly including information on participant performance.
- Contact the contractor immediately if the individual does not perform satisfactorily and/or fails to arrive at the work site at the agreed upon time.

Signatures:

____
Work Experience Provider Date

____
Contractor Date

Attachment B

Work Experience Monitoring Report Sheet

Date of Monitoring Visit:____________________

Participant Name: ____

Position: ______________________

Work Experience Site Name and Department:
____

Work Site Location (full address):
____

Contact Name, E-mail address, and Phone #:
____

Participant's Supervisor Name:____

1. Monitor witnessed worked being completed by Participant: Yes______ No______
2. Briefly describe the work being done:

   ____
   ____
   ____
   ____

3. Monitor's general observations/concerns if any:

   ____
   ____
   ____

<u>Questions for Supervisor:</u>

1. Do you have any concerns or feedback on the Participant's performance?

   ____
   ____
   ____

2. Is the Participant fully functioning in their position? (Yes / No) If not, what steps are being taken to improve the Participant's performance:

   ____
   ____

3. If you were hiring, would you consider this Participant? Yes______ No______

4. Is there any feedback you have for the Training Program (e.g. more time should be spent a specific content area of training program curriculum)?

____

____

____

Signatures:

____

Work Experience Supervisor/Designee Date

____

Contractor Date