

**SOUTHWESTERN AREA
WORKFORCE DEVELOPMENT BOARD**

**TECHNICAL ASSISTANCE AND TRAINING
POLICY 17-12**

DATE OF ISSUE

May 4, 2017

EFFECTIVE DATE

July 1, 2017

APPLICABILITY

This applies to Workforce Innovation and Opportunity Act (WIOA), Adults, Dislocated Workers, Youth Participants, Business Service Teams, & Eligible Training Providers.

PURPOSE

To provide Adults, Dislocated Workers and Youth Provider Services, Business Service Teams, & Eligible Training Providers for which contracts are entered with the Southwestern Area Workforce Development Board (SAWDB/ Local Board) for guidance technical assistance and training.

BACKGROUND

This policy provides updated and comprehensive guidelines for Workforce Innovation and Opportunity Act (WIOA) service providers regarding technical assistance and training.

ACTION

This policy authorizes the Administrative Entity to administer guidance and technical assistance and training for providers as stated in WIOA Title I Sec 168

TECHNICAL ASSISTANCE

Technical assistance will be used to address performance and encourage an environment of continuous improvement. Upon request, the local board will assist the service provider or sub-recipient with identification of technical assistance resources. Subject to the availability of funds, service providers or sub-recipients through the local board may apply to the state administrative entity

for funds to support technical assistance initiatives. Such funds will not be provided for administrative costs, staff salaries or benefits, out-of-state travel, meals or refreshments, capital equipment purchases, including computers or other equipment. Local boards or sub-recipients may apply their performance incentive awards for technical assistance. Technical assistance may include, but is not limited to, training or support on the following:

- A. Improving assessment processes and methodology.
- B. Performance management and associated record-keeping.
- C. Case management.
- D. Monitoring of participant online files.
- E. Use of management information system.
- F. Follow-up services.
- G. Linkages with business, Required Workforce System Partners, and stakeholders.
- H. Identifying areas that need improvement can be a collaborative effort by sponsoring a session to review problems or issues.

TRAININGS

The trainings provided by the Administrative Entity are mandatory for attendance of at least one member from each office or educational providers. Prior approval must be given by the Administrative Entity if there is an extenuating circumstance preventing a member to not attend the training.

WIOA CASE MANAGERS

Training will be provided to; improve management of participant online files, New Mexico Workforce Connection Online System (NMWCOS) data entry, including case notes, usage of the systems alerts, performance measures, policies & procedures,

accuracy in filling out participant/employer forms, Individual Training Accounts (ITA), On-the-Job Training (OJT), Customized Training & Work Experience contracts, other trainings as needed.

The Administrative Entity will provide trainings as deemed necessary to ensure case managers are provided quality customer service.

The Administrative Entity's goal for the Local board is to provide quarterly trainings as deemed necessary to ensure case managers are giving quality customer service, however the Administrative Entity may deem it necessary to skip training for unforeseen reasons.

The trainings provided by the Administrative Entity are mandatory for all WIOA funded Case Managers. Prior approval must be given by the Administrative Entity if an extenuating circumstance prevents a case manager from attending a training engagement.

BUSINESS SERVICE TEAMS

Training is provided for the purpose of improving relationships with business executives in order to become familiar with their workforce needs. It shall also assist businesses to access and implement valuable services for addressing their employment needs, promoting peer-to-peer networking, and effective communication.

The Administrative Entity may provide quarterly trainings to ensure the business service team members are providing quality customer service and familiar with the needs of business.

ELIGIBLE TRAINING PROVIDERS

Training will be provided to the Eligible Training Providers (ETP's) to understand the importance of entering provider and program information into the NMWCOS data base accurately.

The Administrative Entity's will provide trainings as deemed necessary to ensure the relationship between the Eligible Training Providers (ETP), Service Providers, Administrative Entity and the Local Board. The goal is to provide quarterly trainings as deemed necessary to ensure that Eligible Training Providers understand the purpose of entering all information is critical to the currency and accuracy of the data base (NMWCOS).

INQUIRIES

Questions related to this policy may be directed to the Administrative Entity or Fiscal Agent at 575-744-4857.

ATTESTED

This policy was reviewed and approved by the SAWDB
on: _____

SAWDB Chairman

Date