



LOS ANGELES COUNTY

WIA Adult and Dislocated Worker Programs

DIRECTIVE

NUMBER: LACOD-WIAD08-8

SUBJECT: Customized Training

DATE: 03/17/08

EFFECTIVE DATE: 03/17/08

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OVERVIEW:

The Los Angeles County Local Workforce Investment Area (LWIA) encourages customer choice, system performance, and continuous improvement in all aspects of service delivery. In support of the County's commitment to offering customer-driven and quality-focused services, implementing effective processes for delivering work-based training, through the WIA customized training model and other modalities, is a priority.

Purpose:

This directive provides information and guidance to County Workforce Investment Act (WIA) program contractors on the WIB's policy and procedures for partnering with businesses to provide customized training to participants enrolled in County-funded WIA Adult and Dislocated Worker programs.

Scope:

The County's customized training policy provides clear parameters for WIA contractors in the development of customized training programs and agreements with businesses that will train and hire WIA participants. However, WorkSource Centers will be required to establish their own written policies and procedures concerning the implementation of customized training as a service for their customers. Such policies should be customer-focused and reflect the needs of businesses within the area served by the WorkSource Center. A 30-day comment period was initiated, during which time the policy was transmitted in draft form to system stakeholders and a WIA Contractors' Forum was held to discuss the policy.

Effective Date:

This directive is effective on the date of its issuance.

Definitions:

Section 101 (8) of the Workforce Investment Act of 1998 provides the following definition of Customized Training:

“The term “customized training” means training:

- *that is designed to meet the special requirements of an employer (including a group of employers);*
- *that is conducted with a commitment by the employer to employ an individual on the successful completion of training; and*
- *for which the employer pays for not less than 50 percent of cost of the training.”*

For the purposes of the policy and its application to the County’s WIA program, the definition under WIA section 101 (8) will apply.

References:

- WIA Section 101(8) – *Definitions*
- WIA Section 122 (h)(1) and (2) – *Identification of Eligible Training Providers; On-the-Job Training or Customized Training Exception*
- WIA Section 134 (d)(4)(D)(ix) – *Required Employment and Training Activities; Customized Training*
- Title 20 CFR Part 663.595 – *What requirements apply to providers of OJT and customized training?*
- Title 20 CFR Part 663.7i5 – *What is customized training?*
- Title 20 CFR Part 663.710 – *What are the requirements for customized training for employed workers?*
- Title 20 CFR Part 663.730– *May funds provided to employers for OJT or customized training be used to assist, promote or deter union organizing?*

BACKGROUND:

Listed among the allowable training services under WIA section 134(d)(4)(D) is customized training “conducted by an employer or group of employers to employ an individual upon successful completion of training.” Hence, customized training is an extremely valuable mechanism for effectively preparing workers to meet the specific requirements of local businesses and connecting them with long-term employment opportunities.

POLICY/PROCEDURES:

The County has established customized training policies and procedures as described below.

Policy:

The Los Angeles County Workforce Investment Area's policy for customized training programs incorporates both "general requirements" and "requirements for employed workers."

General Requirements:

1. Customized training programs may incorporate work-based, classroom, and other training activities approved under WIA to meet the special requirements of an employer or group of employers. For the purposes of customized training, the provider does not have to be on the State Eligible Training Provider List (ETPL).
2. Contractors must develop a detailed budget outlining all costs of the Customized Training program. The employer(s) is required to pay a minimum of 50% of the costs of the training.
3. Customized Training Agreements must document the type and extent of participation of one or more employers in the customized training and specify and services the employer(s) will provide.
4. Customized Training Agreements must document the employers' commitment to hire participants following the successful completion of training.
5. Priority for customized training shall be given to programs in industry clusters targeted by the WIB, other growth industries/occupations, and occupations with identified career ladders.
6. No funds dedicated to customized training are to be used to directly or indirectly assist, promote or deter union organizing.

Requirements for Employed Workers:

Customized training of an eligible employed individual may be provided for an employer or a group of employers when:

- ❖ The employee is not earning a self-sufficient wage.
- ❖ The customized training relates to the introduction of new technologies, introduction to new production or service procedures, upgrading to new jobs that require additional skills, workplace literacy, or other appropriate purposes identified by the Los Angeles County WIB;

- ❖ All other requirements described in the County's customized training policy are met.

Procedures:

Given the policy established by the County for customized training, contractors will need to develop and implement procedures covering the following:

1. Minimum/Maximum Customized Hours: Contractors must develop procedures for establishing minimum and maximum lengths of customized training programs. Such lengths must correlate to the level of complexity for the skills in which the participant is being trained and industry standards for similar training.
3. Customized Training Agreement: Each contractor must develop a "Customized Training Agreement" that incorporates all customized training policies incorporated herein, along with all related provisions of the Workforce Investment Act and WIA regulations.
4. Monitoring of Customized Training: Contractors must develop and implement written procedures for monitoring customized training programs to ensure that participants receive job-specific skills training and that other features of the agreement/contract are met.

ACTION:

Los Angeles County WIA Contractors should ensure that the policies and procedures described herein are communicated throughout the operations, management and governance structure of the contractor organization and that this Directive is appropriately maintained until further notice.

INQUIRIES:

Inquiries regarding this directive and the policies and procedures described herein should be directed to Maggie Mireles at (213) 738-2198 or Robert Brieff at (213) 351-8924 or rbrieff@css.lacounty.gov.



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