



# LOS ANGELES COUNTY

## WIA Adult, Dislocated Worker and Youth Programs DIRECTIVE

**Number: WIA ADY D-10-01**

**Subject: Microsoft's Elevate America**

**Date: 03/15/10**

**Effective Date: IMMEDIATELY**

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### **PURPOSE:**

This directive is to provide guidance on the dissemination of Microsoft Vouchers through the Elevate America Program. Community and Senior Services (CSS) will be issuing vouchers based on the agency request on March 10, 2010. Contractors will then issue Elevate America training vouchers to customers so they can make use of the free training courses, certification programs, and other basics to improve access to education and work-readiness skills.

### **BACKGROUND:**

Microsoft has launched the Elevate America training program, an initiative designed to strengthen the U.S. economy and increase global competitiveness by improving access to education and workforce-readiness skills.

Microsoft provided 1 million vouchers nationwide for Microsoft e-Learning courses and select Microsoft Certification exams at no cost. The goal of Elevate America is to help train 2 million people over the next three years.

The first component of Elevate America is free certification and other technical training to help people improve workforce-readiness skills. The second component of Elevate America is a website designed to help people with the basics, such as creating a resume and sending an e-mail.

There are three types of vouchers available to customers:

#### **Elevate America General e-Learning Vouchers:**

- Gives users a choice of pursuing a "learning collection" within either Windows XP and Office 2003 or Windows Vista and Office 2007. The customer has 12 months from the date of activation to complete the training. If, as part of this program, a Microsoft certification is desired at no fee, the training and certification must be completed within 90 days of the program initiation.

#### **IT Professional Learning Vouchers:**

- Intended for customers, who are IT Professionals, who wish to acquire skills above and beyond what is offered through the General e-Learning Voucher. These vouchers give the recipient access to an extended library of learning designed specifically for IT Professionals.

#### **Microsoft Certification Exam Vouchers:**

- Designated to enable a user to pursue a no cost exam in one topic area (i.e., Excel, Word, Outlook, etc.). One voucher will enable a user to pursue one exam in either Office 2003 or Office 2007. The user must specify, at the time of receipt of the voucher, which certification exam they are interested in pursuing. **Microsoft Certification Exams are provided by Microsoft certified testing partner locations. These locations may**

charge a proctoring fee, which the user may be required to pay. This fee falls outside of the Elevate America voucher program and is not covered as part of this program. Microsoft Certification Exam vouchers must be used within 90 days of statewide program initiation. It is recommended that within sixty days (60), vouchers should be disseminated for customers to complete the last thirty days (30). Please see Elevate America user instructions.

### **POLICY/PROCEDURES:**

As a condition to the acceptance of these vouchers Contractors must comply with the following:

1. The (ATTACHED) Elevate America Poster is a required posting for all contractors requesting vouchers. One or more copies need to be displayed, in a prominent location, in or near the front entry and/or publicly accessible computer lab at all voucher distribution locations.
2. All vouchers must be activated prior to **June 08, 2010**. It is imperative that agencies distribute as many vouchers as possible, prior to this date. Any access codes not activated prior to this date will automatically expire and must not be distributed.
3. Users will have a total of 12 months of usage from the date they activate their access code is activated. Access codes may only be used by one individual. Each access code will unlock a single collection of Microsoft E-Learning Courses. It is critically important that you do not distribute the same code to multiple people.
4. **Agencies must record each voucher and the corresponding recipient information on the Elevate America tracking sheet.** See attached sample Elevate America Tracking Spread Sheet.
5. On a weekly basis, Agencies are required to send an electronic copy of the data they collect, in the attached tracking sheet, to Magaly Vazquez, via e-mail, [mVazquez@css.lacounty.gov](mailto:mVazquez@css.lacounty.gov) every Thursday starting March 18, 2010, no later than 12:00 p.m.

### **INQUIRIES**

If you have any questions regarding registration difficulties and use of Elevate America, please e-mail Edward Mokhtarian, [eMokhtarian@css.lacounty.gov](mailto:eMokhtarian@css.lacounty.gov) or Magaly Vazquez, [mVazquez@css.lacounty.gov](mailto:mVazquez@css.lacounty.gov).

If you have any other questions regarding Elevate America, please contact Irene Pelayo at (213) 351-5246 or [iPelayo@css.lacounty.gov](mailto:iPelayo@css.lacounty.gov). Thank you.

  
**Josie Marquez, Executive Director**  
**Workforce Investment Board**

Attachments: 3

Elevate America Poster

Elevate America User Instructions

Elevate America (SAMPLE) Tracking Spread Sheet and Instructions for Completion