



SFOEWD's Summary of Workforce Directives

Directive	Short Summary Description
<a href="#">20-32 Supportive Services</a>	<p>This policy provides guidance on the provision of supportive services. Supportive Services are services including (but not limited to): transportation, child care, or dependent care, textbooks, uniforms or materials related to an occupation or other services necessary to enable an individual to participate in workforce-funded programs and activities. Supportive Services cannot be provided as stand-alone services; they may only be provided to individuals who are: 1) participating in workforce-funded programs and activities and 2) Unable to obtain Supportive Services through other programs providing such services. Supportive Services must be documented using the OEWD Supportive Services Payments Determination/Certification Record form and the IEP/ISS must be maintained in each participant's file, or case notes.</p>
<a href="#">21-02 Audit Requirements</a>	<p>The purpose of this directive is to update the audit requirements for entities receiving WIOA funds. Nonfederal entities that expend a total amount of federal awards equal to or in excess of \$750,000 must have either a single audit or a program-specific audit. Nonfederal entities that expend federal awards under more than one federal program must have a single audit.</p>
<a href="#">21-26 Program Income</a>	<p>The purpose of this memorandum is to provide specific guidance regarding the definition of program income, its use, and required reporting. All service providers and contractors shall maintain records sufficient to determine the amount of program income received and how that income is spent. Allowable expenditures for program income are the same as those for the contract award. In those instances where contracts contain a cost limitation, the limitation does not apply to the expenditure of program income.</p>
<a href="#">21-37 Youth Incentives</a>	<p>This policy provides guidance for WIOA Youth Incentives. Incentives are allowable for WIOA Youth participants only. An incentive is a payment to an enrolled eligible WIOA Youth participant for the successful participation and achievement of expected outcomes. The incentive must be linked to an achievement and must be tied to training and education, work readiness skills and/or an occupational skills attainment goal identified. Achievements must be documented in the participant's file and the basis for the incentive payment.</p>

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<p><a href="#">23-03 Selective Service Registration</a></p>	<p>This policy provides guidance and establishes the procedures regarding Selective Service registration requirements for participation in WIOA. Males born on or after January 1, 1960, are required to register with the Selective Service. Males who are serving in the military on full-time active duty, those attending the service academies, disabled or institutionalized males, and male Veterans discharged after their 26th birthday are not subject to this requirement. Non-U.S males who entered the U.S. after their 26th birthday are also exempt from this requirement.</p>
<p><a href="#">23-06 Conflict of Interest</a></p>	<p>This directive establishes a policy and ensures that the OEWD, Workforce Investment San Francisco Board (WISF) and its service providers administer federal funds in accordance with the guidelines WIOA Conflict of Interest guidance. WISF members (and members of other councils) are not allowed to vote on any matter which would provide direct financial benefit to that member.</p>
<p><a href="#">23-14 Incident Reporting</a></p>	<p>This policy provides the guidance and establishes the procedures for reporting allegations of fraud, program abuse, or criminal conduct involving grantees or other entities and subrecipients. All service providers who receive WIOA funds shall promptly report all allegations of WIOA-related fraud, abuse, and other criminal activity to the OEWD. OEWD will immediately submit allegations to CRO and report allegations to the OIG, if deemed appropriate. A written Incident Report should be submitted to <a href="mailto:PACBCROIncidentReports@edd.ca.gov">PACBCROIncidentReports@edd.ca.gov</a> or the DOL OIG within one workday of discovery of information alleging fraud, abuse, or other criminal activity involving WIOA funds.</p>
<p><a href="#">23-15 Individual Training Account (ITA)</a></p>	<p>This policy covers Individual Training Account (ITA) eligibility, as well as the processes for identifying 1) eligible training programs, 2) approving customers ITA use, 3) enrolling customers in training and monitoring their progress and 4) for contracting with training providers for tuition reimbursement. ITAs may be made available to unemployed and under-employed adults and dislocated workers who meet eligibility requirements, are in need of training services skills, and have the supportive services in place to successfully complete an approved training that is directly linked to local employment opportunities. For training and training vendors to be approved for ITA funds they must be on the California Eligible Training Provider List (ETPL) or meet the requirements to be on the ETPL, including that the program will lead to a certificate or credential that meet the requirements for Credential Attainment under WIOA.</p>

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<p><a href="#">23-18 Monitoring &amp; Oversight</a></p>	<p>This policy provides the guidance and establishes procedures for the annual oversight and monitoring practices for all OEWD Workforce Programs. OEWD conducts annual compliance reviews of all workforce funded programs to ensure that providers are meeting and documenting services according to funding requirements and contractual agreements. Monitoring includes a pre-monitoring review, site visit, participant interviews, participant case file review, and a desk review of contract and financial documents.</p>
<p><a href="#">23-21 Grievance and Complaint Resolution Procedures</a></p>	<p>This policy provides guidance and establishes the procedures regarding grievances and complaints alleging noncriminal violations of WIOA. Service Providers must provide a copy of the grievance and complaint procedures to each participant and grievance and complaint procedures must be posted in a public location and made available to any interested parties. Grievances or complaints must be made in writing, signed, and dated by the complainant and (with the exception of those involving discrimination) must first be filed with the designated EEO Complaints Officer at the service provider level. OEWD reserves the right to intervene in the processing of any WIOA complaint at the informal resolution stage in order to assist in resolution, clarify the issues, provide technical assistance, conduct the informal resolution meeting or schedule a hearing.</p>
<p><a href="#">23-22 Nondiscrimination and EEO Policy</a></p>	<p>This policy provides guidance and establishes the procedures regarding nondiscrimination and equal opportunity procedures. General principals include:</p> <ul style="list-style-type: none"> <li>• Programs shall be open to all qualified individuals. No one shall be excluded from participation, denied benefits, subjected to discrimination, subjected to retaliation, or denied gainful employment because of race; color; religion; sex; national origin; age; disability; political affiliation or belief.</li> <li>• OEWD clients, applicants, participants, and provider staff shall be free to file complaints and participate in resulting procedures without the threat of intimidation, coercion, or discrimination.</li> <li>• Programs should contribute to lifelong learning, occupational development, upward mobility, development of new careers, and overcoming gender stereotyping in occupations.</li> <li>• OEWD and its providers will engage in fair employment practices as it pertains to recruiting, hiring, transferring, promoting, training, and compensating all staff. These same principles shall apply to layoffs and terminations.</li> </ul>

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<p><a href="#">23-24 WIOA Adult and Veteran Priority of Service Policy</a></p>	<p>This policy provides guidance and establishes procedures regarding priority of service for the WIOA Adult program. The priority order is as follows: 1) Veterans and eligible spouses who are also recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient; 2) Individuals who are the recipient of public assistance, other low-income individuals, or individuals who are basic skills deficient; 3) Veterans and eligible spouses who are not recipients of public assistance, low-income or basic skills deficient; 4) Other individuals.</p>
<p><a href="#">23-28 Records Maintenance and Disposition Policy</a></p>	<p>This policy provides guidance to subrecipients, contractors and administrative staff on the retention of records related to WIOA. WIOA funded service providers should retain: records pertinent to the grant; records of non-expendable property; indirect cost records; and records pertinent to applicants, registrants, participants, trainees, employees, and applicants for employment for three years after the contract has ended. Records that are confidential in nature, including participant records, must be burned, shredded, or similarly destroyed.</p>
<p><a href="#">23-33 Recovery of Tuition and Training Refunds Policy</a></p>	<p>This policy provides guidance and establishes the procedures regarding the recovery of WIOA tuition and training refunds. This policy applies to all Individual Training Accounts (ITAs). Subrecipients of WIOA funds must have a policy in place to recover unused WIOA training funds. The policy must include: who is responsible party is for determining a refund is due for early termination of a participant’s training; how often the participant is tracked to determine the participant is still receiving training; and who is responsible for the collecting the outstanding funds. Subrecipients should check with training providers on a monthly basis to ensure clients are still in the training program.</p>
<p><a href="#">23-35 Worker Displacement Prohibition Policy</a></p>	<p>This policy provides guidance and establishes the procedures regarding the prohibition on the replacing of regular employees with WIOA participants. A WIOA participant may not be employed in, or assigned to, a job if any other individual is on layoff from the same or any substantially equivalent job; the employer has terminated the employment of any regular, unsubsidized employee with the intention of filling the vacancy so created with the WIOA participant; or if the job is created in a promotional line that infringes on the promotional opportunities of currently employed workers.</p>

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<p><a href="#">23-42 Follow Up Services</a></p>	<p>This policy defines follow-up services and provides guidance for administering follow-up services to customers who have been exited from both adult and youth programs. Follow up services include supportive services, assistance finding new employment, assistance solving workplace problems, and referrals to other services. Follow-up services do not extend the date of exit in performance reporting; the exit date is determined when the participant has not received services in the program for 90 days and no additional services are scheduled. Providers should use case notes to record when the participant completes the program; a summary of the participant’s engagement in the program; and the types and duration of planned follow-up services.</p>
<p><a href="#">23-43 Career Services</a></p>	<p>This directive provides guidance on the provision of career services to WIOA Adult and Dislocated Worker program participants. Basic career services (eligibility determination, informational services, self service options) must be made available to all individuals seeking services offered by the onestop delivery system. More intensive, Individual Careers Services can be provided to WIOA if it is determined that they are necessary and appropriate in order for the participant to obtain or retain employment. Follow-up services must be made available to adult and dislocated workers who are placed in unsubsidized employment for a minimum of 12 months after the first day of employment.</p>
<p><a href="#">23-44 WIOA Eligibility</a></p>	<p>This policy provides guidance on eligibility for the WIOA Adult, Dislocated Worker and Youth Programs. WIOA requires that participants in the Adult, Dislocated Worker and Youth programs provide documentation proving their right to work, registration with the Selective Service (if applicable), and age, and meet additional, program-specific criteria such as income, lay-off status, or disconnection from formal education and training. OEWD policy requires all WIOA participants to fill out a WIOA application and have this information as well as documentation attesting to eligibility requirements recorded WFC.</p>
<p><a href="#">23-45 On the Job Training (OJT)</a></p>	<p>This policy provides guidance regarding the limitations and eligibility of individuals to participate in On-the-Job Training (OJT) opportunities. To eligible for OJT, participants must be enrolled in WIOA and meet other criteria specific to employment status. For an employer and job to be eligible for an OJT, the trainee must be officially hired and on the employer’s regular payroll; the employer must provide the trainee with training that results in provable skills “competencies” necessary to the job; and the employer must retain the trainee as a regular employee upon successful completion of the program. OEWD Service Providers are responsible for ensuring eligibility of trainees and employer sites, monitoring (including a site visit) trainee and employer progress, and filling out and documenting required forms and status updates in WFC.</p>

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<p><a href="#">23-46 Personally Identifiable Information (PII)</a></p>	<p>The purpose of this policy is to describe how OEWD will protect all personally identifiable information (PII) on applicants and customers, and the consequences for not adhering to these safeguards. Providers are required safeguard participant PII, use discretion when communicating about participants and their PII, and have policies in place to train staff and ensure participant information is secured both physically and virtually.</p>
<p><a href="#">23-47 Incumbent Worker Training (IWT)</a></p>	<p>This policy provides guidance and establishes the procedures regarding Incumbent Worker Training (IWT) as part of comprehensive regional sector pathway programs and strategies for developing a skilled workforce and income mobility. The WISF determines if an employer is eligible to participant in for participating in IWT.</p>
<p><a href="#">40-14 Corrective Action Policy</a></p>	<p>OEWD has adopted a Corrective Action Policy for situations when grantees consistently fail to meet monitoring standards or performance measures agreed upon by contract. A grantee may be subject to a Corrective Action Plan for any of the following: failure to meet minimum performance outcomes; OEWD concerns about the validity of reporting methods or outcomes; failure to meet their obligation to bill accurately or in a timely way; the over- or underspending of allocated dollars; and/or failure to demonstrate compliance with applicable directives, laws, or grant requirements. Grantees may be moved to Elevated Concern Status if a Corrective Action Plan is needed in two consecutive quarters, for non response to OEWD request for information, or for failure to either submit a timely, acceptable Corrective Action Plan or comply with the direction of an active Corrective Action Plan. Grantees are designated Reg Flag Status if they are at imminent risk of losing funding due to mismanagement or for being unable or unwilling to perform services per its contract. Red Flag Status can be conferred to an agency at any time. OEWD may confer this status to an agency that has not yet received a Corrective Action or Elevated Concern Status.</p>

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