Workforce Solutions Employer Service

Talent Development

Background

Workforce Solutions helps employers build a skilled and reliable workforce by using customized Talent Development service strategies.

Workforce Solutions service strategies include technical skills training; essential workplace skills training; adult education and literacy; and sector partnership development.

When using Workforce Solutions’ funds to support Talent Development, The Talent Development contractor will use the following policies and procedures for employers.

Policy

Talent Development works to add value for its customers. Talent Development strategies and projects increase a customer’s competitiveness by ensuring that a customer has a skilled workforce.

When responding to customers’ needs Talent Development may help structure training specific for the customers’ needs and may pay for a portion of that training with Workforce Solutions’ funds.

Talent Development may suggest solutions for a customer that do not include Workforce Solutions funds, include Workforce Solutions and other public or private source funds, or consist solely of Workforce Solutions funds. Workforce Solutions funds cannot cover 100% of the cost of the solution, therefore, the employer provides a matching contribution (e.g. in-kind supervisory time allocation or direct funding for training or trainee/intern).

* Depending on a customer’s needs, Talent Development may suggest a solution that includes only training for new workers, training for current workers, or training for both new and current workers.
* Talent Development will use Workforce Solutions funds for Talent Development at firms in, but not limited to, the Board’s targeted industries.

In addition to training, Talent Development may help structure business and community partnerships:

* Talent Development may connect a business to industry associations or other business-focused consortia, economic development councils, or chambers of commerce and engage the Board staff when appropriate.
* Talent Development may build a network of community partners (Community Based Organizations, or CBOs) that offer financial education, job-readiness, individual and family well-being resources.  English-language instruction, and post-secondary access may be built into customized solutions with partners as needed.

All solutions must include a sustainability plan with a goal of retaining and growing the workforce impacted by the proposed intervention(s), including financial solvency for maintaining the solution, benchmarks of success primarily indicated by retained employment, and a qualitative narrative of the improvement to the business and the regional economy.

Board staff will set the level of funding for Talent Development activities in its contract with the Talent Development contractor.

Procedures

1. When responding to a customer’s request for new or current worker training, Talent Development staff will first assess the customer’s need.
2. Talent Development staff will structure a proposal to the customer describing how Workforce Solutions can support Talent Development activities, the cost of those activities, the share which Workforce Solutions can pay (if applicable), and other sources to defray costs.
3. Before proceeding with Talent Development activities for a customer, Talent Development staff will negotiate and execute an agreement with the customer, describing the process for identifying workers to be trained, training activities and training providers responsible, timelines and benchmarks, and the structured costs of the training addressed in the proposal.
4. Talent Development are responsible for the relationship with a customer, completing and documenting the assessment of the customer’s needs, negotiating and executing the agreement with the customer, keeping all records regardless of funds that are related to Talent Development activities for which Workforce Solutions pays a portion of the cost, and any additional actions or activities identified in the agreement (i.e., recruiting, screening, referring potential new workers).
5. Talent Development will work closely with the career office system, including the financial aid support center, the payment office, adult education providers, and other training providers to ensure that Workforce Solutions fulfills its commitment to support an employer’s Talent Development project.
6. Attachments to this issuance contain additional requirements for spending Workforce Solutions funds on Talent Development projects.
7. **Please Note: Per 15-20 WD Letter** Employers in the Public Sector are not eligible to receive services that require Workforce Solutions funding for Customized Training or Current/Incumbent Worker Training. Employers in the public sector are, however, eligible for Work Based Learning and On the Job Training funding.

Results

Talent Development is designed to increase the competitiveness and stability of an employer. The Board will measure the performance of Workforce Solutions Talent Development activities by:

* Soliciting direct feedback from customers on the success of Talent Development projects in which Workforce Solutions is a partner.
* Reviewing placement rates of new workers and their retention in employment for two and four calendar quarters after Talent Development activities.
* Analyzing wage increases and retention in employment for current workers participating in Talent Development activities by the second quarter after the activity.

**Workforce Solutions**

**Talent Development**

**Attachment 1: Service Strategies**

1. **Education and Training**
2. Customized Training  
   1. **Customized training** is class-sized or cohort-sized skills training for a group of new hires or potential new hires for an employer or group of employers. Customized Training 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, or in the case of incumbent workers, continue to employ, an individual on successful completion of the training. This type of training is not an off the shelf training but customized based on the need and request of the employer.

Workforce Solutions offers several opportunities that might complement a customer’s training goals. In tandem with our Adult Education and Literacy providers, Talent Development can help bridge the gap between those completing their GED or high school diploma by connecting them to employment through on-the-job training, pre-apprenticeship, or registered apprenticeship. Essential skills cannot be a stand-alone service Customization of a training product, for example, requires additional staff time and effort that reaches beyond the contracted scope of service and requires additional consideration by Board staff. based on an employer referral. It must be paired with another service offered through Talent Development. Some of the additional resources that may be paired with Talent Development include but are not limited to:

* + 1. **Adult Education & Literacy, including English Language Education**: Workforce Solutions leads a regional consortium of adult education providers offering instruction toward high school equivalency, citizenship, and increased English fluency.  Additionally, adult education often integrates work-ready skills and certifications through formal training that occurs concurrently or contextually within the academic components.  Projects that seek to increase literacy and hard and soft work skills of trainees and employees might find opportunities to bolster the value of training with adult education or literacy instruction.

1. **Trainee eligibility** – Customized Training may involve soft-skills, work or industry related classroom training that can be provided by Talent Development Facilitators based on the employer’s workforce need. For current workers, the employer selects the employees who will take part in the customized training. For new employees, Talent Development may provide training to candidates but may not count as a deliverable until they become employed as a direct result of the customized training.
2. **Selection of trainees** – For new hires, Talent Development will work in close cooperation with an employer or group of employers to recruit, screen, and refer potential trainees. For current workers, the employer will provide the names and required information to Talent Development staff for data entry and recording purposes.
3. **Hiring** – An employer may hire trainees prior to training or after training completion.
4. **Training providers** – The employer (or group of employers) selects the training provider and specifies the kinds of training, curriculum, etc. Talent Development may also recommend their facilitators if applicable.
5. **Workforce Solutions’ Funding** – In most cases, Customized Training will not have an associated cost as it involves soft-skill, work preparation, diversity or workplace related training. If the customized training contains a cost, Workforce Solutions can pay a portion of the costs of custom training for trainees that Workforce Solutions has sourced, screened for the employer’s requirements, and determined eligible for Workforce Solutions funding if the training course and training provider is on the statewide ETPL.
6. **Combined strategies** – Custom training is a determining factor for identifying the appropriate length of temporary employment or on-the-job training. Custom training may be combined with the following strategies: on-the-job training, temporary or try-out employment (work experience), current worker training, or apprenticeships. his training like all training that falls under talent development, must be accompanied by an assessment and proposal that will be approved by the Board. This service cannot be a stand-alone service and must be linked to verifiable employment.
7. **Data and record keeping** – Talent Development is responsible for entering accurate and timely data on participants engaged in custom training projects in TWIST. Documenting the assessment, the class start date, completion of the course and any subsequent case management is responsibility of Talent Development. If the customized training requires funding, Talent Development will be responsible for determining eligibility, creating the training accounts and providing the vouchers to the training provider. The Financial Aid Payment Office is responsible for timely and accurate processing of invoices and payments to the training provider.
8. **Workforce Solutions staff involved** – Talent Development will identify in the project service plan how system staff will be involved and their responsibilities to support the project.
9. **Current Worker Training**
10. **Current Worker Training** is for a customer with existing workers that requires upskilling to increase their competitiveness and efficiency. This can include skill training, skill upgrading, basic education or combinations.
11. **Eligibility** – Eligibility for current worker training is determined at the employer level. Employers in the Board’s targeted industries are eligible to receive Workforce Solutions funds for current worker Talent Development projects if the employer has a Texas Workforce Commission (TWC) Tax Account Number with a status of active and liable and must have an employer account in WorkInTexas.com with the same TWC Tax Account Number. Prior to beginning the incumbent worker training, an assessment, proposal and plan must be completed and sent the Board for approval.
    * 1. The current worker training must comply with the Board’s Plan which will describe the process used to develop and complete current worker training contracts with employers. Per **15-20 -WD Letter,** employers in the Public Sector are **not eligible** for Current Worker Training Funding.
12. **Trainee eligibility** – Workforce Solutions can help pay the costs of training for current workers when: (1) at least half of the workers have been employed by the customer for at least six months, (2) all the workers are currently employed by the customer, and (3) all the workers are employees under the Fair Labor Standards Act definition covering employer-employee relationships.
13. **Selection of trainees** – The employer selects the employees who will participate in the training.
14. **Promotion of trainees** – Although it is not required for Workforce Solutions monetary participation in a project, we will ask and note in the project agreement if workers successfully complete current worker training to be promoted into different positions/jobs or earn higher wages within a current position because of the training.
15. **Training providers** – The employer selects the training provider. Workforce Solutions may assist in provider selection at the request of the customer, including using adult education providers for integrated and basic education projects.
16. **Workforce Solutions funding structure** – Workforce Solutions supports training in accordance with the set funding limitations. Funding thresholds are as follows: The Employers share shall not be less than:
17. 10 percent of the cost, for employers with 50 or fewer employees
18. 25 percent of the cost, for employers with 51–100 employees; and
19. 50 percent of the cost, for employers with more than 100 employees.
20. When a Workforce Solutions adult education provider delivers training as part of a current worker project, the provider bears the cost of the training (instructors, curriculum, materials) and the employer bears the costs of facilities and employee wages and benefits.
21. **Combined strategies** – Current worker projects may also be combined with new worker custom training or on-the-job training.
22. **Data and record keeping** – Talent Development is responsible for completing the Incumbent Worker Training and Tracking Tool for all incumbent workers and cohorts, the cost of training and training outcomes accurate and timely. Social Security numbers will be collected on each incumbent worker as a part of the training agreement so that incumbent worker wage records can be used to verify employment or training outcomes. Progress notes will be entered on the project under the (Service) tab in Work in Texas. Quarterly reports will also be submitted to TWC via the tracking tool and will be as many as four quarters once the training has ended. The tracking tool is due to TWC no more than 20 days after the end of the first calendar quarter of training.
23. **Workforce Solutions staff involved** – Talent Development will identify in the project service plan how system staff will be involved and their responsibilities to support any on-the-job training project.
24. **Work-based Learning: Paid Work Experience**
25. **Paid Work Experience** helps offset the cost of hiring a new employee that may lack skills or knowledge entering the workforce for the first time or after a long hiatus.  It allows the employer to try the individual on a temp-to-hire basis before they commit to permanent employment. Talent Development must work in collaborative with career offices to hand off any referrals from employers that would like to participate in this initiative. The talent development team will continue to work with the work-based learning leads until a successful hand-off is made.
26. **Trainee eligibility** – Workforce Solutions can provide funds to defray an employer’s cost of paid work experience for those individuals that Workforce Solutions has sourced, screened for the employer’s requirements, determined eligible for Workforce Solutions funds, and for whom the employer has agreed to conditionally hire as a paid work experience trainee. The employer’s position(s) will be posted in Work in Texas.
27. **Selection of trainees** – The employer selects the workers who will participate in paid work experience or can select based on the prescreening of candidates that Workforce Solutions has set up specifically for the employer. This would be based off the criteria or job description provided by the employer. In either case, the individual selected must have documented eligibility for participation on file with Workforce Solutions prior to hire. Once a trainee is selected a training plan will be setup to outline what the trainee will learn during the time they are with the employer. The training plan must include a detailed job description with skills and knowledge benchmarks over a specific period. Any measurable assessments given will be noted on the training plan.
28. **Workforce Solutions’ Funding** – Workforce Solutions can help offset the cost to employers by serving the employer of record for no more than 240 hours of work for a period not to exceed 10 weeks. The standard wage allotment is $10.00 an hour.

**NOTE:** Wages higher than $10.00 an hour can be paired with another Talent Development strategy such as on-the-job training or registered apprenticeship. Workforce Solutions staff in career offices are advised to collaborate with Talent Development staff to develop and/or complete an assessment on training needs. For proposals with wages above $10.00 an hour that do not include an integrated strategy, Board must review and approve the project proposal prior to execution.

1. **Combined strategies** – Once paid work experience is complete; the employer can hire the trainee. If the employer determines the trainee is not eligible for hire, staff will document the performance and employer feedback reflecting the logic of the decision. Otherwise, the employer can now participate in on-the-job training. The employer will continue to offset his/her cost by providing training while the new employee learns the job. Workforce Solutions will reimburse 50% of the hourly wages up to 400 hours of training-depending on the skills needed to do the job. The skills learned during on-the-job training will complement and build on those learned during the Paid Work Experience period.
2. **Data and record keeping** – Talent Development is responsible for entering accurate and timely data on participants engaged in custom training projects in TWIST, initiating encumbrances in the Financial Aid Management System as necessary, and entering progress notes on the project under the (Service) tab in Work in Texas. The Financial Aid Support Center is responsible for determining and documenting participants’ eligibility. The Financial Aid Payment Office is responsible for timely and accurate processing of invoices and payments to employers.
3. **Workforce Solutions staff involved** – Work Based Learning is typically a service that is the responsibility of the career offices. Only under special circumstances approved by board staff will Talent Development oversee a project involving work-based learning. Talent Development will identify in the project service plan how system staff will be involved and their responsibilities to support any paid work experience project.
4. **Virtual Work Based Learning – Work Experience**- In addition to the information and requirement listed above employers may have a need for an intern to work remotely either for training or as part of the internship. The following is a list of additional things to be considered:

Workforce Solutions staff may identify employers who are interested in interns working virtually. Workforce Solutions staff must request a copy of the job description for the position, identify training and work that can be performed online. Determine if there are other staff working virtually in the same position and lastly determine if the position is conducive to virtual work. Prior to making a commitment to a worksite the employer must provide a detailed training plan documenting the training hours, preferably by day.

Employers who can host a virtual internship must meet the following guidelines:

* 1. Develop a training plan documenting the amount of training hours
  2. Describe in detail the employability of interns following the virtual internship
  3. Describe how interns will be supervised and how daily tasks will be tracked
  4. Identify any needed equipment

Workforce Solutions staff must:

* 1. Work with the employer and interns to ensure all necessary equipment is available
  2. Communicate with employers and interns to get progress updates, and work to resolve issues
  3. Provide career counseling and document how virtual internship will help intern achieve overall career goal
  4. Follow up with interns before, during and after internship; provide services as needed

1. **On-the-Job Training:**
2. **On-the-Job Training** is a formal plan of skill and knowledge education related to a specific occupation that occurs while the trainee is employed as an entry-level hire. Assessments must be done on all candidates prior to starting to determine the level of skill set the candidate has before referring the candidate to the employer. During the assessment, the lack of skills and experience will determine the reimbursable hours.
3. **Trainee eligibility** – Workforce Solutions can provide funds to defray an employer’s cost of on-the-job training for those individuals that Workforce Solutions has sourced, screened for the employer’s requirements, determined eligible for Workforce Solutions funds, and that the employer has hired as full-time employees. Employers may also refer to Workforce Solutions individuals selected by the employer prior to a job offer for on-the-job training eligibility consideration. Workforce Solutions staff will inform the employer of all eligible candidates for on-the-job training placement. Talent Development is responsible for determining candidate eligibility.

**Employer Eligibility-**: Employers must have a valid TWC Tax Account Number that is liable and Active and must have an employer account in WorkInTexas.com with the same TWC Tax Account Number. Employers who do not have a TWC Tax ID but use a Professional Employer Organization (PEO) are eligible On-the-job training, if a Letter of Service, Service Agreement or comparable, is provided. Employers must meet the following requirements to qualify for OJT:

* + 1. Employer must have at least one quarter of verifiable wages on at least three W-2 employees
    2. Must be current on TWC and IRS taxes
    3. Minimum starting wage must be 12.00/hour
    4. Must provide Full-Time employment (30 hours or more per week)
    5. Permanent, Non-Temporary or Seasonal employment
    6. Staffing agencies are prohibited from participating in the on-the-job training initiative

1. **Selection of trainees** – An employer must hire trainees from the pool of on-the-job training eligible candidates provided by Workforce Solutions or those referred to Workforce Solutions by the employer to receive funds for on-the-job training costs. All candidates must be determined eligible before beginning an OJT service.
2. **Existing standards and guidelines, policies, and procedures** – Workforce Solutions’ existing on-the-job training standards and guidelines, policies, and procedures apply to any Talent Development project that includes on-the-job training.

1. **Paying Workforce Solutions share** – Workforce Solutions defrays the cost of on-the-job training by reimbursing wage costs in an amount determined by (1) length of training period and skills to be learned, (2) the wage of the employee, and (3) the appropriate subsidy percentage (generally 50% of wages for a max of 400 hours, unless the individual is in an Apprenticeship program in which the rate increases to 75% of wages, for up to a max of 640 hours).
2. **Combined strategies** – On-the-job training may be combined with new worker custom training, current worker training, or paid work experience on a project. This also may include engagement with an Apprenticeship program.
3. **Data and record keeping** – Talent Development is responsible for entering accurate data including the opening and closing of applicable services within 3 business days from the customer’s start and/ or end date. Data may consist of but not limited to (trainee start date, eligibility, suitability, training plan outline, trainee’s progress, completion, exit and all other customer interaction) on participants engaged in custom training projects in the counselor note section in TWIST.
4. Talent Development is responsible for entering accurate and timely data and recording applicable services for employers in the Activity and/or Notes section of Work in Texas, initiating encumbrances in the Financial Aid Management System as necessary. The Financial Aid Payment Office is responsible for timely and accurate processing of invoices and payments to employers.
5. Documents that employers are required to complete to be determined eligible for participation, and reimbursement, are the following:
   * 1. OJT Eligibility Questionnaire (must be complete prior to OJT trainees start date)
     2. OJT Employer Agreement (must be completed before OJT trainees start date)
     3. Training Plan Agreement (must collected and signed by all parties on the day of hire)
     4. **If employer is participating in a Registered Apprenticeship Program, they must provide**

OJT Eligibility Questionnaire

OJT Apprenticeship Agreement

Appendix A, or Standards of Apprenticeship

Appendix E or D (when applicable) if the Employer is part of an RA consortia

DOL certificate of registration, or the DOL registration number, or other official DOL documentation confirming the RA Program is official/registered.

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* + 1. Progress Report – to document and record the trainee's progress.
    2. Payroll documents – Paystubs, payroll summary or payroll ledger, containing the trainee's name, employer name, payroll dates, the hourly wage and hours worked.
    3. Invoice – containing calculations and total reimbursement to the employer
    4. Talent Development is responsible for determining and documenting participants’ eligibility in TWIST, including employer interactions, site visits, payroll documention requests, etc., as applicable in Work in Texas.
    5. The Financial Aid Payment Office is responsible for timely and accurate processing of invoices and payments to employers.

1. **Workforce Solutions staff involved** – Talent Development will identify in the project service plan how system staff will be involved and their responsibilities to support any on-the-job training project.

6) **Virtual on the Job Training** - In addition to the information and requirement listed above employers may have a need for trainees to work and train remotely. The following is a list of additional things to be considered:

Workforce Solutions staff may identify employers who are interested in OJT trainees working virtually. Workforce Solutions staff must request a copy of the job description for the position, identify training and work that can be performed online. Determine if there are other staff working virtually in the same position and lastly determine if the position is conducive to virtual work. Prior to making a commitment to a worksite the employer must provide a detailed training plan documenting the training hours.

Employers who can provide virtual training and employment, must meet the following guidelines:

1. Develop a training plan documenting the amount of training hours
2. Describe in detail how training will be delivered
3. Describe how trainees will be supervised and how daily tasks will be tracked
4. In addition to documenting suitability for OJT and Workforce Services, staff must document how they determined the candidate to be suitable for virtual/remote OJT (appropriate equipment, reliable internet, etc)

Workforce Solutions staff must:

1. Work with the employer and candidate to identify all the equipment, specifications, platforms and other resources needed prior to the beginning of training.
2. Communicate with the employers and candidates to identify challenges and work to resolve issues. Issues with delivery of training should be identified immediately.
3. Follow up with trainees before, during and after OJT and document trainee progression at least monthly.

7) **Pre-Apprenticeship:**

1. **Pre-Apprenticeship -** Pre-apprenticeship is a program designed to prepare individuals for entry into Registered Apprenticeship Programs (RAP) career opportunities. Pre-apprenticeships may last from a few weeks to a few months and may or may not include wages or stipend.
2. **Trainee eligibility** – If supporting through an Individual Training Account (ITA), Workforce Solutions must determine individuals eligible for funding if the training provider and course is on Eligible Training Provider List (ETPL).
3. **Selection of trainees** – Workforce Solutions may source and refer candidates to pre-apprenticeship programs or sponsors. When Workforce Solutions has an existing agreement with an apprenticeship program or sponsor(s), the program or sponsor may select trainees and ask for certification by Workforce Solutions.
4. **Placement of trainees** – Pre-Apprenticeship programs do not require employment, wages or stipends. However, employment and career pathway with an established Registered Apprenticeship Program or in some exceptions, careers that lead to High-Skill High Growth Occupations must be available upon completion of the pre-Apprenticeship.
5. **Training Providers** – Pre-apprenticeship training programs that are directly connected to the High-Skill High-Growth list may apply to be included on the ETPL. Vendors must follow the same application process as education and training vendors to have their training program listed on the ETPL. Additionally, vendors will be screened by the Payment Office and are required to:
   * 1. Provide the name of the employer(s) and RAP associated with their pre-apprenticeship.
     2. Request documentation from Talent Development that verifies the relationship between the Pre-apprenticeship and the RAP.
     3. Have been in operation for at least a year;
     4. Demonstrate they are financially stable and provide evidence of financial stability prepared by a Certified Public Accountant. Vendors must not solely rely on funds from Workforce Solutions.
     5. Provide proof upon graduation that the students will be: considered for enrollment in a Registered Apprenticeship Program or lead to an occupation on the HS/HG list
6. **Workforce Solutions’ Funding** – Workforce Solutions can contribute to the costs of classroom training or instruction for new workers, not apprentice wages or benefits. Workforce Solutions can only support costs related to the training provider, if the training course is on the ETPL and leads into a RAP. **Note:** Any training provider receiving funding from Workforce Solutions must be on the statewide ETPL, and have a vendor agreement from the Financial Aid Payment Office in place *prior* to the class start date.
7. **Combined strategies** – Pre-Apprenticeship is a form of pre-employment and

new worker training and can therefore be combined with other strategies similar /both of these approaches.

**h. Data and record keeping** – Talent Development is responsible for entering accurate data including the opening and closing of applicable services within **3 business days** from the customer’s start date. Data may consist of but not limited to (trainee start date, eligibility, suitability, training plan outline, trainee’s progress, completion, exit and all other customer interaction) on participants engaged in custom training projects in the counselor note section in TWIST and recording applicable services for employers in the Activity and/or Notes section of Work in Texas- when applicable, initiating encumbrances in the Financial Aid Management System as necessary. The Financial Aid Payment Office is responsible for timely and accurate processing of invoices and payments to employers.

1. **Workforce Solutions staff involved** – Talent Development will identify in the project service plan how system staff will be involved and their responsibilities to support any on-the-job training project.

8) **Registered Apprenticeship:**

1. **Apprenticeship programs** have structured and federally approved curricula with required on-the-job training and classroom education components leading to skills milestones. Projects that train individuals at an identified employer or union.
2. **Trainee eligibility** – Workforce Solutions must determine individuals eligible for funding.
3. **Selection of trainees** – Workforce Solutions may source and refer candidates to apprenticeship programs or sponsors. When Workforce Solutions has an existing agreement with an apprenticeship program or sponsor(s), the program or sponsor may select trainees and ask for certification by Workforce Solutions.

d**. Placement of trainees** – Eligible individuals must be employed and enrolled in a Workforce Solutions connected apprenticeship program and have a training plan developed with clearly stated job duties and tasks. Benchmarks must be set and monitored by staff to ensure the trainee is being properly trained.

1. **Training Providers** – The apprenticeship program and/or sponsor is responsible for providing the on-the-job training component. The program or sponsor is responsible for selecting the classroom training provider. The selected classroom training provider must be registered in the Eligible Training Provider System as an approved vendor for our region. If the apprenticeship program or sponsor is also the classroom training provider, they must be registered in the Eligible Training Provider System as an approved vendor for our region. The selected classroom training provider (including when it is the registered apprenticeship program or sponsor) must be registered on the statewide Eligible Training Provider List as an approved vendor. Vendors must also be screened by the Payment Office to be listed in the Gulf Coast Workforce Board Vendor Network. Registered Apprenticeship programs are not required to lead to occupations on the High-Skill, High-Growth Occupations list, but will need to:
   * 1. Provide confirmation of their Registered Apprenticeship Program by:
        1. standards of apprenticeship approved by Department of Labor (DOL) or DOL Certificate of Approval
     2. Have been in operation for at least one year
     3. Demonstrate they are financially stable and provide evidence of financial stability prepared by a Certified Public Accountant.
     4. Vendors must not solely rely on funds from Workforce Solutions.
2. **Workforce Solutions’ Funding** – Workforce Solutions can contribute to the costs of classroom training or instruction for new workers, not apprentice wages or benefits. Workforce Solutions can only support costs related to the training provider, which may be the apprenticeship program. **Note:** Any training provider receiving funding from Workforce Solutions must be on the Statewide ETPL and have a vendor agreement from the Financial Aid Payment Office in place *prior* to the first class.
3. **Combined strategies** – Apprenticeship is a form of new and/or current worker customized training and can therefore be combined with strategies similar to either/both of these approaches.
4. **Data and record keeping** – Talent Development is responsible for entering accurate data including the opening and closing of applicable services within 3 business days from the customer’s start and/ or end date. Data may consist of but not limited to (trainee start date, eligibility, suitability, training plan outline, trainee’s progress, completion, exit and all other customer interaction) on participants engaged in custom training projects in the counselor note section in TWIST. Talent Development is responsible for entering accurate and timely data and recording applicable services for employers in the Activity and/or Notes section of Work in Texas when applicable, initiating encumbrances in the Financial Aid Management System as necessary. The Financial Aid Payment Office is responsible for timely and accurate processing of invoices and payments to employers.
5. **Workforce Solutions staff involved** – Talent Development will identify in the project service plan how system staff will be involved and their responsibilities to support any on-the-job training project.

9) **Human Resource Education Seminars**

We support our regions employers by offering high-quality HR Education Seminars to employers and their staff. By engaging employers and ensuring their participation in subsequent seminars, Workforce Solutions is able to gauge specific areas important to employers in the region and the depth of their interest by the number of staff they allow to participate. This approach benefits employers and their HR staff by offering continuing education credits for HR professionals. It also reflects an employer’s satisfaction with the quality of the seminars when they authorize staff to return for additional educational opportunities in future seminars.

Employer and staff engagement in HR Education Seminars helps Workforce Solutions use labor market data and workforce projections and analysis to identify growing industries, target efforts to serve active markets, and continue to serve critical sectors.

Workforce Solutions provides comprehensive service to our employer customers by anticipating and addressing hiring and employment issues.

We offer training and development for HR professionals at no cost, and we provide expert speakers on each featured topic. Designed to keep you up to date on relevant HR issues, all of our seminars provide continuing education credits.

1. **Trainee eligibility** – No eligibility is required. This service is provided to employers at no charge without eligibility requirements.
2. **Selection of trainees** – Talent Development staff will send out targeted outreach to employers inviting them to attend a seminar.
3. **Training Providers** –The Talent Development team will select the speakers/training providers for the HR seminar based on employers needs, relevant issues, new labor/ employment laws or feedback obtained by employers.
4. **Data and record keeping** – Talent Development will collect a sign in sheet with the name of the staff and the employer they represent. Talent Development staff will then record attendance and add it to their monthly report which is reviewed by their Account Liaison.
5. **Post-Secondary or other classroom-based Credential Attainment**:

* + - 1. Workforce Solutions has limited funding to support individuals completing college coursework toward an industry-needed and high-demand high-growth occupation. While the other strategies might be best applied prior to seeking scholarship support from Workforce Solutions for training, this strategy may be pursued if a small or limited number of individuals needs to be upskilled to be eligible for promotion an increased pay. Individuals must meet Workforce Solutions eligibility requirements and receive written confirmation of eligibility prior to beginning schooling. This service is provided by career offices, but under special circumstances and board staff approval, Talent Development may be asked to oversee projects of this nature.

1. **Special Initiatives and Best Practice’s**
2. Connecting to Community-Based Organizations

Workforce Solutions partners with community-based organizations to develop relationships with new employers, while addressing the needs of existing ones. Connecting organizations to career offices and employers, play a vital part of our regions success. Examples include United Way THRIVE partnerships, SER, The Urban League, etc.,

1. Establishing Industry and/or Occupational Consortia

The Talent Development team will work collaboratively with any other Talent Development contractor to market Workforce Solutions to industry leaders in the community. They will work together with industry leaders to assess and evaluate their needs. This may include convening occupational consortiums that will benefit many employers within the same industry, such as welders, pipefitters, machinist and/or electricians. Workforce Solutions can help employers by utilizing available resources to offset the cost of training.

1. Combined strategies

Service Strategies can be combined to offset the onboarding cost for new workers, in addition, they may coordinate with additional resources currently offered by Texas Workforce Commission. Many employer incentives are stackable to efficiently develop a skilled and ready workforce. An example of a combined strategy could include setting up pre-apprenticeship which may lead to work-based learning, then On the Job Training and into a registered apprenticeship.

**Workforce Solutions**

**Talent Development Activities**

**Employer Customer Assessment**

1. Talent Development will document a Current Worker or Customized Training project by providing the **Board an assessment of a customer’s needs and request prior to starting the project**.
2. The assessment will include at a minimum:
3. The Employer or firms name, physical address and location(s), total number of employees, type of organization, sector, (company)-NAICS industry code, sector of business, years in existence and whether the company is being sold or merging with another company, Texas Workforce Commission (TWC) Tax Account Number with a status of active and liable, and must have an employer account in WorkInTexas.com with the same TWC Tax Account Number
4. A principal contact person and backup for the customer with email addresses and telephone numbers
5. The number of new workers and/or current workers to be trained, job titles, and a description of the jobs; current wages for the jobs; expected increase in wages for current workers participating in training; and advancement opportunities for new and current workers after training
6. Skills to be learned and credentials to be attained from training
7. Whether current workers participating in training will be promoted and the number of entry or lower-level jobs that will become available for placement
8. Whether the Talent Development activity is part of a regional industry sector effort or career pathway project and how it fits into the overall scope and goals
9. For current workers, Talent Development will ensure (i) at least half of the customer’s employees participating in training have been employed at least six months, (ii) employees participating in training are currently employed by the customer, and (iii) employees participating in training meet the Fair Labor Standards Act definition of employer-employee relationship
10. A summary statement from Talent Development staff on how the Talent Development activities will strengthen the customer’s organization and increase its competitiveness, including how the Talent Development project will be sustained without subsidization from Workforce Solutions after the initial implementation
11. Talent Development will maintain the written assessment as part of its file for the customer.

**Workforce Solutions**

**Talent Development Activities**

**Attachment 5: Fund Management**

1. Workforce Solutions Funds
2. When Workforce Solutions funds support a share of Talent Development project costs, the employer and the participants in training must be eligible.
3. For custom training, on-the-job training, and apprenticeship projects, or combination projects using these strategies, Workforce Solutions must determine participants to be eligible before agreeing to pay a share of the project costs.
4. For current workers, Talent Development staff must ensure employees participating in training meet the requirements listed in Attachment 4.
5. Employer’s share of project costs for custom training and current worker training may be met with in-kind and cash contributions.
6. On-the-job Training Funding Limitations

For projects that include on-the-job training, Workforce Solutions will reimburse an employer in an amount related to the individual employee’s wage during the training period, specified in the agreement with the employer. Workforce Solutions’ share will not exceed 50% of the hourly reimbursement for a maximum of 400 hours. If combined with Registered Apprenticeship, the max reimbursement rate is 75% for up to 640 training hours. The maximum hourly reimbursement is capped at $21 per hour. (50% or 75% of $21 per hour).

1. Apprenticeship Funding Limitations

For projects that include apprenticeships, Workforce Solutions may contribute toward the costs of classroom training for apprentices. When paying for classroom training, the training provider must be on the Statewide ETPL and have an agreement in place with the financial aid payment office. Classroom training costs cannot exceed $6,000 per trainee. Workforce Solutions may reimburse a percentage of wages through other funding sources as mentioned in item #3 but cannot contribute to paying wages or benefits through the apprenticeship.

1. Current Worker Training Funding Limitations

For projects that include current workers, Workforce Solutions may contribute toward total project costs according to the following guidelines:

* 90 percent of the cost if the employer has 50 or fewer employees
* 75 percent of the cost if the employer has 51 to 100 employees
* 50 percent of the cost if the employer has less than 100 employees