

## Attachment F

### Massachusetts Rehabilitation Commission Training Funds

#### Q&A

**Q1. Does the training need to be completed by June 30th?**

A1. No the training does not need to be completed by June 30, 2019, however MRC training funds need to be full expended by June 30, 2019.

**Q2. Who is responsible for placing consumers once the training is completed?**

A2. Both the MRC and MCC staff will assist with placement. The MRC and MCC will get credit for the placement as this is a shared consumer and joint effort will go into assisting the individual to obtain employment.

**Q3. Did we receive the Joint Policy Communication?**

A3. Joint Partner Communication: *Training Funds Available for Massachusetts Rehabilitation Consumers* was issued by MassHire Department of Career Services as DRAFT on Friday, March 1, 2019 for Review and Comment. The final partner communication will be posted after all comments have been reviewed and any necessary updates to the communication is made.

**Q4. Are there requirements regarding employment outcomes? Do the jobs need to be full-time?**

A4. MRC consumers do not need to be placed in full-time employment. Part-time employment placements for MRC consumers are acceptable.

**Q5. What about students who defaulted on their student loans. Are they eligible?**

A5. Defaulting on students loans have no impact on whether an MRC consumer is eligible for training with MRC training funds.

**Q6. If a person received WIOA training before are they eligible under this funding stream?**

A6. Yes.

**Q7. How do we find out who the MRC Single Point of Contact (SPOC) is?**

A7. Contact information for the local area MRC SPOC will be sent to Lisa Caissie at [Lisa.J.Caissie@DETMA.ORG](mailto:Lisa.J.Caissie@DETMA.ORG) . The list of MRC SPOC's will be shared with the MassHire Career Centers.

**Q8. Will there be list of training sent to the field with specific trainings through each career center.**

A8. No. MRC staff will use the statewide Massachusetts Eligible Training Provider List found on Masshire Job Quest to identify specific training for the MRC consumer.

Link to the Eligible Training Provider List is found here:

<http://jobquest.detma.org/JobQuest/Training.aspx>

**Q9. Who is responsible for running CORIs for trainings where this is required?**

A9. The MRC SPOC will be responsible for running CORIs when it is a required by the training vendor.

**Q10. Can you clarify the eligibility for an ITA?**

A10. MRC consumers that have a referral from MRC consisting of an Individual Plan for Employment and the Shared Customer Release form will be eligible for ITAs funding by MRC training funds.

**Q11. If a training program STARTS after June 30th can we authorize this if funds can be allocated in advance?**

A11. No. MRC consumers participating in training with MRC training funds must have a training start date prior to June 30, 2019.

**Q12. Does MRC need to complete waivers for consumers to participate in these trainings?**

A12. No waivers are not needed for MRC consumers to participate in training.

**Q13. Will the WIOA requirement for training to be completed within one year be modified for MRC consumers to address potential barriers to participation in a full time programs?**

A13. There is not a one-year restriction on trainings paid with the MRC training funds. Situations where additional funds are needed to support consumers in extended training will be decided on a case-by case basis.

**Q14. What trainings will be available to the consumers?**

A14. Available trainings are included on the statewide Eligible Training Provider List.

**Q15. Are clients referred by MRC automatically eligible or do they have to pass MassHire eligibility requirements as well?**

A15. MRC consumers referred to training will be eligible for MRC funded ITAs. When co-enrollment is appropriate, MRC consumers must meet the eligibility requirements for the WIOA Title I Adult Program.

**Q16. Do consumers need to qualify for paid services?**

A16. Yes. MRC staff will ensure consumers qualify for paid services.

**Q17. Does a MRC consumer have to be financially eligible to receive ITA funds?**

A17. MRC staff will ensure MRC consumers qualify for paid services before a referral for training is made.

**Q18. What is the eligible training provider list and where is it located?**

A18. The Massachusetts Eligible Training Provider List is the listing of statewide approved training courses.

Link to the Eligible Training Provider List is found here:

<http://jobquest.detma.org/JobQuest/Training.aspx>

**Q19. Can you provide clarification on the start date of the training? We have heard that the client needs to take at least 2 classes prior to June 30th in order for payment to be received? Is this accurate? If not, how late of a start date can there be after the June 30th date.**

A19. There is not a prerequisite to take at least two classes prior to June 30, 2019; however, the start date for training must begin between March 1, 2019 and June 30, 2019.

**Q20. Is there a cap on the amount paid for training?**

A20. No.

**Q21. Is there a CAP on the amount of money a client can receive with training?**

A21. No.

**Q22. Do counselors enter the amount of the ITA training into our MRCIS Title One box on MRCIS?**

A22. Yes

**Q23. Please review the referral process again?**

A23. The MRC SPOC will provide the MCC SPOC with a referral packet consisting of the following information:

- Referral Form
- Individual Plan for Employment
- Shared Customer Release Form

The MRC SPOC will contact the MCC SPOC on behalf of the MRC consumer and coordinate a time for the MRC consumer to complete the career center registration.

**Q24. Are these funds primarily earmarked for tuition or can the career centers use funds address any transportation barriers for MRC consumers to access training? Specific to the western part of the state, our provider pool is extremely limited, therefore consumers would benefit from additional support services funds to address transportation barriers to other ITA approved providers not in the immediate area.**

A24. The MRC training funds are only used to support expenses directly related to training. The MRC and the MCC SPOC should coordinate how support services for the MRC consumer will be provided when needed for successful participation and completion of training.

**Q25. Is there more flexibility with MRC consumers being referred for ITA training for career changers?**

A25. When appropriate, career changers should be considered on a case-by-case basis in coordination with MRC staff, and justification clearly documented in MOSES.

**Q26. Is there money in this for career centers?**

A26. No. The voucher model used with other special projects and programs does not apply to the MRC training funds.

**Q27. Is the PPT going to be available to us?**

A27. The webinar is included as an attachment to WIOA Joint Partner Communication: Training Funds Available for Massachusetts Rehabilitation Consumers – Attachment G

**Q28. Will transportation for this ITA be treated the same as CVS JDT transportation?**

A28. MRC will provide a response to MRC staff through a separate email to address this question.

**Q29. Is the \$450,000 divided by region or is it first come first serve?**

A29. Access to the \$450,000 MRC funded ITAs is on a first-come first-served basis.

**Q30. Will MRC be conducting an assessment including labor market demand etc., prior to referring to a training?**

A30. Yes

**Q31. In terms of eligibility to access these funds by MRC customers, are new referrals to MRC able to access these funds? If so how long does it take a customer to get from referral to the point of training eligibility? How soon can customers expect to meet for intake and assessment at MRC following referral?**

A31. In a case where an MRC consumer is identified for training by MCC staff, the MRC consumer will be referred to the MRC SPOC to ensure the IPE is in place and MRC agrees with the consumer's appropriateness for training. All referrals for training will come from the MRC SPOC.

MRC training funds have a short life span and must be fully expended by June 30, 2019, as such expediting the referral and placement into employment process is highly encouraged.

**Q32. My understanding is that the specific trainings that are offered are because of a labor market need. Is that correct?**

A32. Training offered on the statewide Eligible Training Provider List have been vetted, approved, and are aligned with the needs of the labor market.

**Q33. Does a waiver for transportation need to be submitted. Currently with the JDT for CVS it is approved to provide transportation without a waiver. Especially if consumer max is met.**

Q34. MRC staff should speak with their supervisor in this regard.

**Q35. Do I understand correctly that not every MRC consumer that can access these funds through the career centers will be co enrolled in a Title I Adult program?**

A35. Co-enrollment into the WIOA Title I Adult Program is not required, however it is anticipated that when appropriate MRC consumers will be enrolled into the WIOA Title I Adult Program.

**Q36. Supportive services are to be shared by MRC and career centers – even if not WIOA enrolled. Our career center only has supportive service funds for those who are WIOA enrolled.**

A36. We have included the following language in WIOA Joint Partner Communication: Training Funds Available for Massachusetts Rehabilitation Consumers “MRC will address the provision of support services needed for MRC consumers not co-enrolled in the WIOA Title I Adult Program. “For MRC consumers who are co-enrolled in WIOA Title I Adult Program, MCC and MRC staff should coordinate to determine what support services are needed and which entity can provide them.”

**Q37. If MRC and the customer select a training provider that is not locally approved by the career center, the workforce board must initiate local approval review and determination – there could be a time constraint given the need to expend by 6/30.**

A37. An individual may choose training providers and programs outside of the local area, provided the training program is on the Statewide Eligible Training Provider List (ETPL), in accordance with local policies and procedures.

It is within the purview of the local career center to select training directly from the statewide list.

Recommended practice is that, prior to approving customer enrollment into a training course approved by another local area, local boards should review training course description, performance and cost information and apply any locally defined criteria.

**Q38. It sounds like Career Centers being asked to co-case manage (provide individualized services) even if the customer is not WIOA enrolled? If so, this could be a capacity issue for career centers depending on the # of referrals.**

A38. We encourage a co-case management model for all shared customers. However, MRC staff will be responsible for case managing consumers that are only enrolled in training. Please note it is anticipated that MCC staff will case conference with MRC staff about the MRC shared customer’s participation in training. Case conferencing will inform MCC staff as to whether the MRC shared customer may benefit from available career center services and will generate a blue service of “**Career Planning/Consultation with other Agencies**” in MOSES.

**Q39. We have some concern about capacity to provide these services without bumping people who are already in the queue for WIOA individualized services especially given that the funds need to be expended by June 30.**

A39. We understand the concern related to capacity in light of the short life span of these training funds. However, MDCS anticipates 70 – 90 MRC consumers will enroll into training statewide. Of the MRC consumers enrolled into training not all will be co-enrolled in the WIOA Title I Adult program. Furthermore, through a co-case management model, MRC staff will be an additional support to MCC staff in serving the MRC shared customer.

**Q40. Past issuances have defined shared customers as those who are co-enrolled in partner and career center programs. Basic services and labor exchange services do not require enrollment only career center membership.**

A40. Creating a career center membership enrolls the Individual into the Wagner-Peyser Title III program providing access to basic and labor exchange services. Shared customers are identified when after completion of a career center registration, the customer has also been identified as being enrolled in another WIOA Partner agency. The customer is then subsequently enrolled as a shared customer in MOSES.

**Q41. Can candidates be retrained even if they are marketable in their current occupation? Would career centers be exempt from this WIOA requirement because training is being paid for by non-WIOA funds?**

A41. Please refer to A25.

**Q42. For past specialized training grants, career centers have received an administrative stipend for staff time to process applications and manage customers. Without that we will need to charge to One-Stop or partner infrastructure funds which may already be allocated for other uses.**

A42. The MRC training funds are not eligible for the voucher model used with past specialized training grants. MDCS anticipates that career center staff responsibilities related to serving these shared customer will be managed in the same way as for all career center customers.