

## Customer Service Plan Modification Transmittal Form

<b>To Be Completed by Region:</b> Region Number: SDR 12 Date Submitted: Planned Effective Date	<b>For State Use Only:</b> Date Received: Date Approved/Disapproved: Effective Date:
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Provide a brief description of the CSP changes below:

**Changes to the Region 12 Customer Service Plan on page 57 paragraph 6 to “Dislocated Workers who are currently employed or become employed” are indicated below with the ~~strikethrough key and~~ additions are indicated by **red** and *italics*:**

***Services to Dislocated Workers who are currently employed or become employed:***

In determining the initial eligibility for dislocated workers, an individual may continue to be considered to be dislocated from a previous employer until the individual works in a permanent full-time job (30 hours per week) for four weeks.

Since employment is often taken to meet basic family needs while participants continue training, dislocated worker policy has been revised to reflect these situations.

If a dislocated worker is enrolled in intensive or training services and works in a permanent, full-time job that leads to self-sufficiency for four weeks, the WIA worker must determine if WIA can continue to fund the intensive or training services based on the following criteria:

- If the individual has taken the full-time permanent employment to meet basic needs of the individual or family so he or she can achieve the employment goal in the IEP, WIA intensive or training services can continue.
- If the job that the individual has taken requires the training he or she is currently receiving, WIA intensive or training services can continue. For example, a participant must obtain a teaching certificate to get or keep a teaching job.
- If the participant has obtained full-time permanent employment and is no longer pursuing the employment goal in the IEP but simply wants to complete the intensive or training services, the WIA intensive or training services should be ended.

If a dislocated worker is enrolled in intensive or training services and returns to the employer of dislocation, the individual can no longer receive intensive or training services from WIA. Training cannot be skills upgrading for the job of dislocation.

If a dislocated worker is enrolled in intensive or training services and is called back to the employer of dislocation, but does not return, the individual may still receive intensive or training services under WIA. Nothing in the regulations requires an individual to return to the employer of dislocation. The criteria that are used to determine whether "employment leads to self-sufficiency" shall be at ***100% of the Lower Living Standard Income Level for the applicable family size.***

Selection for enrollment into Intensive and Training Services for dislocated workers will be based on the following criteria:

1. Applicant's commitment to personal and professional growth
2. Attendance and punctuality at interviews or appointments
3. Interests, aptitudes and academic abilities
4. Barriers and Assessment results addressed
5. Work history
6. Family or other agency support
7. Realistic and attainable employment goals
8. Training in a demand occupation

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"Per State and Federal regulations, each year the RCSP must be modified to show changes for performance, enrollments, or any other directives received. The above modifications are made to provide greater flexibility in providing services to youth participants."

**Regional Customer Service Plan Certification**

I certify that the attached has been reviewed and approved by the Regional Workforce Investment Board and the Chief Elected Officials Board, and that I am authorized to sign on behalf of the group I represent.

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RWIB Chair Signature / Date

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CEO Chair Signature / Date