

**Whole Home Repairs (WHR)
Construction Trades Training Program
Directive #D-2-11.23**


Date: January 29, 2024

Re: Guidance on the provision of construction trades training funded through the SCPa Works WHR Construction Trades Training Program.

Origin Date: November 9, 2023
Effective: February 1, 2024

References: Pennsylvania Department of Community and Economic Development (DCED)
Dauphin County Redevelopment Authority (DCRA)

Attachments SCPa Works WHR Contract for Training

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I. Purpose

- A. The Whole-Home Repairs (WHR) Program provides funding to the SCPa Works service area through the authority of Dauphin County for construction-related training.
- B. Participants eligible for WHR funding for construction trades training will be dual-enrolled in WIOA Adult, WIOA Dislocated Worker, WIOA Out-of-School Youth (OSY), or TANF Youth programming.

II. Definitions:

- A. *GAP CRM* – General Active Participant (GAP) Customer Relationship Management (CRM) database that houses participant information, training provider information, contracted service provider information, training contracts, and all data verification necessary to administer and operate the WHR Construction Training Program.
- B. *Training Contract* – A signed agreement between the SCPa Works contracted service provider (vendor) and the training provider.
- C. *GAP CRM Case Notes* – In addition to CWDS case notes for WIOA and TANF activities and services, WHR case notes will be created and monitored in the GAP CRM under the “Notes” tab on each participant information screen.
- D. *WHR Eligibility* – WHR participant eligibility requires proof of Dauphin County, PA residency and WIOA Adult, DW, OSY, or TANF Youth enrollment.
- E. *Data Verification* – As indicated in the WHR Construction Training online application, the case manager will collect and upload documents to prove residency, WIOA or TANF enrollment (CWDS PID), and optional authorization to work in the U.S.
- F. *Dual-Enrolled* – Participants who are enrolled in two programs simultaneously and receive benefits from both programs.

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- G. *Vendor Case Manager* – A career advisor designated to administer and oversee the case management of a dual-enrolled participant in WHR and WIOA or TANF.
- H. *SCPa Works Program Officer* – An SCPa Works staff member who manages the GAP CRM data entry and data validation related to dual-enrolled WHR participants.
- I. *WHR Participant Report* – A weekly report produced by the vendor case manager and submitted to the SCPa Works Program Officer by close of business on Fridays throughout the program year.

III. WHR Dual-Enrollment Process

- A. WHR participants are dual-enrolled in WIOA Adult, DW, OSY, or TANF Youth programming and WHR programming.
- B. To preserve WIOA or TANF lifetime funding maximums, dual-enrolled participants must utilize WHR funds before using WIOA funds for services, including the use of the WHR supportive services allowance.
 - 1. WIOA/TANF supportive services must be directly connected to a career service entered into CWDS, documented in the physical file, an IEP/ISS goal, and detailed in a case note.
- C. WHR participants must be fully registered with the PA CareerLink®, and the following steps must be taken to ensure proper dual enrollment:
 - 1. The vendor case manager fully enrolls the participant in WIOA or TANF before submitting the weekly WHR Participant Report.
 - 2. The vendor case manager collects/uploads required data verification in CWDS.
 - 3. The vendor case manager administers the CareerScope® assessment.
 - 4. The vendor case manager reviews the CareerScope® assessment results with the participant and determines that a career in construction trades is a viable match for the participant to pursue.
 - a. This is a WIOA or TANF career exploration basic career service and is entered in CWDS as such where applicable.
 - 5. The vendor case manager creates the WIOA/TANF enrollment case note in CWDS and manages case notes in CWDS throughout the duration of the case.
 - 6. The order of these steps is at the vendor's discretion.

IV. Break-down of Service Categories and Required Actions

- A. Basic Career Services (20 CFR § 678.430) provided to dual-enrolled WHR participants will be entered into CWDS according to vendor standards in place for WIOA/TANF service code entry, physical file management, and case note documentation.
 - 1. Supportive services related to basic career services will be funded through the WIOA or TANF funding stream **after** WHR supportive services funding has been depleted.
 - 2. Supportive services are funded through WIOA and TANF using vendor-established processes and procedures already in place.
- B. Individualized Career Services (training costs) provided to dual-enrolled WHR participants are funded through WHR before using WIOA or TANF funding.
 - 1. WHR-funded individualized career services will be entered (coded) into the WHR GAP CRM **only** and documented in GAP CRM and CWDS case notes.
 - a. Individualized career services provided to WHR dual-enrolled participants are included in the weekly WHR Participant Report for GAP CRM service code entry, documentation, and invoicing.
 - 2. Supportive services will be drawn from the WHR participant allotment until the funds are depleted.

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3. Individual Career Services are administered utilizing the SCPa Works WHR Contract for Training for all WHR-funded training activities.
 - a. The vendor completes the WHR Contract for Training and submits the Contract to the SCPa Works Program Officer for final approval.
4. When all available WHR funding is expired, WIOA or TANF funding is administered for continued individualized career services.
 - a. When utilizing WIOA and TANF funding, vendors will adhere to WIOA and TANF processes and procedures already in place for delivering services and administering funds.

V. WHR Participant Report:

- A. The vendor case manager submits a weekly WHR Participant Report to the SCPa Works Program Officer by close of business on Fridays throughout the program year.
- B. The WHR Participant Report includes:
 1. A list of PIDs reflecting WIOA and TANF participants whose data is ready to be entered and uploaded into the WHR CRM.
 2. The weekly WHR Participant Report will also include:
 - a. A list of services received by:
 - a. Dual-enrolled participants whose PIDs are reflected on the weekly WHR Participant Report as new enrollments, **and**
 - b. Existing dual-enrolled participants who have received services following initial intake and enrollment.
 - b. A breakdown of funding streams related to the services received.
 3. Enrollment case notes must be completed in CWDS for WHR dual-enrolled participants **prior** to the submission of the Friday WHR Participant Report.
- C. The vendor case manager will email the WHR Participant Report to SCPa Works Program Officer Shauna Ventress at: **sventress@scpaworks.org**
 1. Upon receipt of the participant PIDs, SCPa Works Program Officer Shauna Ventress will review, approve, and enroll eligible participants into the WHR program, completing all data entry points in the SCPa Works GAP CRM.
- D. The SCPa Works Program Officer will maintain standard case notes in the GAP CRM for the duration of the case.
- E. The vendor case manager and the SCPa Works Program Officer will work together on managing data validation, supportive services, program enrollment, measurable skill gains, milestones, the attainment of credentials, and monthly reporting cycles.

VI. WHR Program Eligibility

- A. Proof of Dauphin County residency:
 1. The SCPa Works Program Manager will upload one of the following documents in the GAP CRM as proof of Dauphin County Residency.
 - a. Driver's License
 - b. PA-issued photo ID
 - c. Passport/Passport card (this also serves as proof of legal to work in the U.S.)
 2. The SCPa Works Programs Manager will upload one of the following documents in the GAP CRM as proof of legal to work in the U.S.
 - a. Social Security Card
 - b. U.S. Birth Certificate
 - c. Passport/Passport card (this also serves as proof of residency)

VII. Eligible Training Providers

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- A. If a WHR dual-enrolled participant anticipates using WIOA funding for a portion of training or supportive services related to a basic career service entered into CWDS, the training provider utilized for the WHR construction trades training must be included on the Pennsylvania Eligible Training Provider List (ETPL) to receive funding or training cost reimbursement.

VIII. Allowances

- A. Dual-enrolled participants are eligible to receive:
 - 1. **WHR-WIOA A/DW Dual Enrollment:**
 - a. \$6000.00 in WHR training benefits and \$750.00 in WHR supportive services; and
 - b. \$7500.00 lifetime maximum in WIOA training benefits and \$2500.00 in WIOA supportive services.
 - 2. **WHR-WIOA OSY Dual Enrollment:**
 - a. \$6000.00 in WHR training benefits and \$750.00 in WHR supportive services; and
 - b. Vendor-determined allotment for OSY participants and \$2000.00 in OSY supportive services.
 - 3. **WHR-TANF Youth Dual Enrollment:**
 - a. \$6000.00 in WHR training benefits and \$750.00 in WHR supportive services; and
 - b. Vendor-determined allotment for TANF Youth participants and \$2000.00 in TANF supportive services.