

Date Issued: February 11, 2014

Date Re-Issued: August 24, 2018

OPERATIONAL DEFINITION:

Credentials and Certificates

Employers report that individuals applying for available jobs aren't qualified for the job, resulting in the present-day skills gap phenomena. Workforce Solutions (WFS)' MFIP Employment Service (ES) goals include the attainment of credentials and certificates which are recognized as important milestones on a participant's career pathway. Participants with industry recognized and effective credential and certificates shall achieve greater employment and self-sufficiency outcomes. As of January 1, 2014, WFS Assisted Services and their partner ES agencies will be expected to incorporate credential and certificate plans into participant employment plans and pathway development strategies. The 2017 ES report card will measure success with these goal outcomes.

The Certificates are in Measure 8B and 9B:

Education 8B: Increase of 1 percentage point from previous quarter, up to 5% of participants without a High School diploma or GED complete a GED or HS diploma certificate during a quarter.
Certificates 9B: 5% of participants complete any certificate during a quarter.

While there are numerous training and credentialing options to help participants to achieve necessary qualifications, The Workforce Innovation and Opportunity Act (WIOA) has defined approved training institutions and qualifying credentials and the Minnesota Department of Employment and Economic Development (DEED) has adopted these WIOA definitions. **It is recommended that, to the extent possible, WFS and their affiliated ES Providers, use WIOA approved education institutions. These institutions are valued for their fair market-rate prices, governing bodies and regulatory standards, and employer-endorsed curriculum development work.**

Definition of WIOA approved training programs and credentials (Based on DEED policy #321):

1. Approved training providers must be licensed, registered, and/or accredited by the state in which they operate (e.g. MNSCU) or by state-wide or nationally recognized industry groups (e.g. MN Department of Health CNA Training or National Association of Realtors).

2. WIOA and DEED approved training providers are listed on the Minnesota State CAREERwise Education website at:
<https://www.careerwise.mnscu.edu/education/collegeList?area&major&instType>
3. A credential is the formal recognition of a participant's attainment of measurable skills necessary to obtain employment or advance within an occupation. These skills are generally based on standards developed or endorsed by employers.
4. Credentials may come in the form of:
 - a. Educational diplomas, certificates, and degrees;
 - b. Registered apprenticeship certificates;
 - c. Occupational licenses;
 - d. Industry-recognized or professional association certificates; and
 - e. Other certificates of skills completion.
5. Various public and private entities such as educational institutions, industries, or occupational certifying organizations have the authority to issue a credential including:
 - a. A state educational agency or a state agency responsible for administering vocational and technical education;
 - b. An institution of higher education that is eligible to participate in federal financial aid programs;
 - c. A professional, industry, or employer organization, or a product manufacturer or developer (e.g. Microsoft Certified Database Administrator);
 - d. A registered apprenticeship program;
 - e. A public regulatory agency (upon a participant's fulfillment of educational work experience or skills requirements) that are legally necessary for an individual to use an occupational title or to practice the occupation (e.g. State Certified Asbestos Inspector);
 - f. A program that has been approved by the Department of Veterans Affairs;
 - g. Job Corps centers that issue certificates; and
 - h. An institution of higher education which is formally controlled or chartered by the governing body of an Indian tribe.
6. Credentials should be industry-recognized, stackable, portable and accredited.
 - a. "Industry-recognized" is a credential that is either developed and offered by, or endorsed by a nationally-recognized industry association or organization
 - b. "Stackable," are a sequence of credentials that a participant can accumulate over time to help him/her move along the career pathway or up a career- advancement ladder.
 - c. "Portable," are credentials that are recognized in other settings and not just with a particular in-house employee training program.

"Accredited" are education programs provided by institutions of higher education that meet acceptable levels of quality and are accredited by regional or national agencies. To determine whether a program is accredited go to the US Department of Education website: [Search Institutional Accreditation System](#)

Methodology: A minimum of one credential attained (see #4 above) will count positively toward this measure.

WF1 Measure: The Credentials in Measures 8B and 9B will be opened up under the MFIP program. If the credential is part of another program on WF1, it must also be recorded under the MFIP sequence. In the credential screen enter the date completed and the relevant check box for type of credential. If completion results are “Satisfactorily Completed”, then the measure will be counted in the quarter in which credential was completed.

For Measure 8B, among participants without a high school diploma and GED, the percent who complete a high school diploma or GED certificate within a quarter should be at least 5 percent or increase by one percent from the previous quarter. For Measure 9B, at least five percent of all participants should complete any type of credential in a quarter.

Steps to take with participants:

1. Coach participants to receive education from WIOA approved or occupational certified providers.
2. Direct participants to find the most affordable WIOA approved or occupational certified provider.
3. Unless the participant previously took grants/loans from a non WIOA approved educational provider, or a unique training program is only offered by non WIOA approved educational provider, only approve WIOA approved or occupational certified educational providers.

The counselor may use the *Ramsey County MFIP Education and Training Guide* to complete a collaborative, guided conversation with the participant to help them gather the information necessary to inform a thoughtful education plan. Refer to the [Education and Training 8.24.18](#) policy memo for more details.

Contact Person: Agency Planner

Type of Certificate/Credential	WF1 Activity	Description	Examples
GED	GED Training	Coursework that prepares an individual to attain satisfactory scores on the GED test	
High School Diploma	High School Completion	Secondary School	
Other Recognized Credential	Job Skills Training Directly Related to Employment	Generally, there is an exam/test/license/certificate fee and/or test prep materials	CPR/First Aid, ServSafe, Forklift, PCA, single Office classes (Word, Outlook, Excel, etc.), Praxis ParaPro, OSHA Training
Occupational Skills Certificate/Credential	Training/Education up to 12 months	A set of knowledge and skills that employees need for a specific job or occupation	Food Manager, C.N.A., Information Technology certificates, Advanced Manufacturing
Technical/Occupational Skills License	Training/Education up to 12 months	A permit, registration, certification, credential or other form of approval granted by one of 46 state of MN licensing agencies or boards that is required as a condition of doing business. https://mn.gov/elicense/	Commercial Driver License (CDL), Low Pressure Boilers License, Licensed Practical Nurse, Registered Nurse, Teacher, Social Worker, etc.
Certificate/Diploma	Training/Education up to 12 months	Other post-secondary education program	Child development, Customer Service Office Support, Machine Operator, Pipefitting, Business, Human Resources, Health Unit Coordinator, Internet Programming, etc.
AA/AS Degree	Training/Education 13+ months	Program of study at the post-secondary level that normally requires at least two but less than four years of college work	Medical Office Professional, Accounting, Accounting Technician, Automotive Service Technician, Human Resources, Hospitality Management, Computer Science, Graphic Design, HVAC Technology, etc.
BA/BS Degree	Training/Education 13+ months	Program of study at the post-secondary level that requires at least four but not more than five years of college work	
MA/MS/PhD Degree	Training/Education 13+ months	Program of study beyond the bachelor's degree	

MFIP EC Guidance for tracking and entering credentials in WF1

- 1) Open MFIP training/education activity
 - a. Enter date client will be starting training/school
 - b. Enter estimated date that training/school will be ending for their program
 - c. Look up and enter school code
 - d. Select appropriate school location
 - e. Select appropriate training program name

Demographics	Program Seq 1
Work Preferences	Agency: Location Ramsey County Workforce Solutions: Kellogg Blvd. 6th Floor
MN Works Resume	Enrollment Date 02/05/2016
Case Note	Entered by [REDACTED]
Add Case Note	Assign to Staff [REDACTED]
Case Note Quick	Activity Type Training/Education 13+ Months
Case Note Search	<input type="button" value="Change Activity/Staff"/>
Cases	Hide Open Activity A
Program/New App	*Start Date <input type="text" value="01/08/2018"/> B
Eligibility/Enrollment	Estimated End Date <input type="text" value="05/01/2020"/>
Activity	Funding Stream MFIP Statewide
TAA	Activity Subtype <input type="text"/>
Plan	Estimated Cost \$ <input type="text"/>
Credential	Estimated Hours <input type="text"/>
Reporting Collection	User Defined Text 1 <input type="text"/>
Youth Goals	User Defined Text 2 <input type="text"/>
MYP Performance	User Defined Date <input type="text"/>
Participation Hours	Hide School Info C
Exit	*School <input type="text" value="1250256"/> - D St. Paul College
Follow-Up	<i>Clear School code for new search.</i>
Case Assignment	<input type="button" value="Search/Validate School"/>
Service Model	*School Location <input type="text" value="St. Paul"/> E
EDS	*Training Program (CIP) <input type="text" value="52.0201"/> - Business Administration and Management, General
Add Document	<i>Clear CIP code for new search.</i>
Document Summary	<input type="button" value="Search/Validate CIP"/>
DHS-IX	
MAXIS	
Incoming Status Update	
Referral	

2) Open Pending Credential on Credential Page

- a. Open Credential WF1 page
- b. Select appropriate MFIP Program sequence
- c. Select "Credential Pending" under Credential Type
- d. Enter estimated end date of school/training
 - i. This will make sure you get a WF1 tickle
- e. Selected appropriate associated activity
 - i. This will be the training activity with the associated start date
- f. Save

Case Note

- Add Case Note
- Case Note Quick
- Case Note Search

Cases

- Program/New App
- Eligibility/Enrollment
- Activity
- TAA
- Plan

Credential

- Reporting Collection
- Youth Goals
- MYP Performance
- Participation Hours
- Exit
- Follow Up

Add Credential

*Program Sequence MFIP Seq 1 **B**

*Credential Type Credential Pending **C**

Estimated Attainment Date 05/01/2020 **D**

Actual Attainment Date

Associated Activity Training/Education 13+ Months (01/08/2018) **E**

Comments

Spell Check

Save Cancel

F

- 3) If credential is obtained, update credential type in credential page to appropriate credential
- **Tracking credentials is important if it is related to Ramsey County Report Card Outcome Measure 9 that established a goal of 5% of participants completing a certificate during a quarter.**
 - a. Go to credential tab and open pending credential
 - b. Select appropriate credential type from drop down menu
 - c. Enter date credential obtained
 - d. Save
 - e. Make sure copy of credential (certificate, degree, license, etc) is indexed into LF/EDS

Add Credential

*Program Sequence: MFIP Seq 1

*Credential Type: AA or AS Degree **B**

Estimated Attainment Date: 05/01/2020

*Actual Attainment Date: 05/01/2020 **C**

Associated Activity: Training/Education 13+ Months (01/01/2018)

Comments: **A**

Spell Check

Save **D** Cancel

- 4) If no credential obtained (client drops out of school, doesn't pass class, etc) then update credential to "No Credential Attained" on credential page
 - a. Go to credential tab and open pending credential
 - b. Select "No Credential Attained" from Credential Type drop down menu
 - c. Save

Add Case Note

Case Note Quick

Case Note Search

Cases

Program/New App

Eligibility/Enrollment

Activity

TAA

Plan

Credential

Reporting Collection

Youth Goals

MYP Performance

Participation Hours

Exit

Add Credential

*Program Sequence MFIP Seq 1 ▾

*Credential Type No Credential Attained **B**

Estimated Attainment Date 05/01/2020 📅

Actual Attainment Date 📅

Associated Activity Training/Education 13+ Months (01/08/2018) ▾

Comments

Spell Check

Save Cancel

A

C