

WISCONSIN



DWD

# Document Preparation & Best Practices

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Career and Technical Education Incentive Grants

July 2023

# Purpose of This Training

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This training provides district and school staff with the details needed to properly prepare documents for Career and Technical Education (CTE) Incentive Grant and Student Completion Award (SCA) claims. Prior to submitting claims, **claims submitters are required to acknowledge that they have viewed this session.**

The training also provides tips for school districts to support effective implementation of the program.



# Purpose of This Training

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This training provides district and school staff with details on how to prepare claim documents and tips for improving the program efficiency for the Career and Technical Education (CTE) Incentive Grants program.

This is the second in a series of four technical assistance trainings available.

1. **CTE Overview and Onboarding** – provides program context
2. **CTE Document Preparation and Best Practices** – provides details on properly preparing documentation and tips for districts or schools to manage their use of the program
3. **Annual Claim Submission Process** – supports district and school staff in submitting high-quality claims in order to reduce denied claims. Released each June.
4. **Correcting the Class of 2022 CTE Incentive Grant Claims** (to be updated autumn 2023)



# Agenda

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## Program Basics

## Documentation Requirements and Preparation

- Claim categories and requirements
- Technical issues
- Non-technical issues

## Best Practices

- Managing your district's implementation
- Quality control checklist

## Resources



# Program Basics



# Program Basics

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## Five categories of claims

- State Certified Skills Co-op (Skills Co-op)
- Youth Apprenticeship (YA)
- Business and Industry (B & I)
- State Approved Wisconsin Technical College certifications (WTCS)
- Certified Pre-Apprenticeship programs (CPA)



# Program Basics - Eligibility

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## The certification

- Was earned by a student who graduated in the previous academic year
- May have been earned in a previous year
- Is on the annual approved certifications list of **the year in which it was earned**. (Find the lists on the [DWD CTE web page](#))
- May require more than one certificate (for example, Snap-On Tools, Microsoft Office Specialist)
- Is submitted by way of a claim filed on the CTE portal



# Program Basics - Eligibility

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## Each claim

- Is supported by the documentation indicated on the **annual CTE Approved Certifications List for the academic year** in which the claim is being submitted
- Is submitted in accordance with the program requirements, rules, processes, and timelines
- Is submitted by the school or district where the student graduated





# Program Basics - Eligibility

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Also, each claim

- Is submitted under the proper category, certification entity, and specific certification
- Is verified for meeting the requirements of the **specific certification**
  - May be verified as meeting documentation requirements but also may be denied for payment based on other factors such as multiple certifications having been submitted for the same student. Document verification is not the same thing as approval for pay
- Goes through a series of review stages (human and/or system)




# Program Basics


The annual approved certifications list is a key document to help districts enter claims correctly.

It is organized to work in conjunction with the CTE claims portal (CTE Technical Incentive Grant application accessed through WISEhome.)

Most specific certifications require documentation to be uploaded with the claim at the time it is submitted.



Career Cluster	Certification Entity	Specific Certification	Documentation Required for Class of 2023 Claims
Architecture and Construction	North American Building Trades Council (NABTU)	<ul style="list-style-type: none"><li>Multi-Craft Core Curriculum (MC3)</li></ul>	Copy of signed and dated certificate



# Program Basics

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Claims in the following categories require documentation to be uploaded with the claim.

- Business and Industry (B & I)
  - Certifications that involve a registry do not require documents to be uploaded when a registry number is provided. However, if a registry number is not known, the district may upload documentation as described later in this session.
  - Infant/Toddler and Assistant Child Care Teacher are certifications in the B & I category in which the certification entity is the WI Department of Public Instruction (DPI). Because the CTE claims portal is maintained by DPI and DPI has the program completion information, districts do not have to upload documents when they submit these claims.
- Wisconsin Technical College System (WTCS)
- Certified Pre-Apprenticeship (CPA)



# Program Basics

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Skills Co-op claims do not require documentation to be uploaded with the claim because DPI is the certification entity and already has the necessary data

Most claims in the Youth Apprenticeship (YA) category do not require documentation to be uploaded with the claim

- The claims portal system verifies YA certifications without requiring districts to upload documents **as long as consortia have submitted all required paperwork to YA by YA's deadline.**



# Documentation Requirements



# Documentation Requirements

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Personally identifiable information (PII)\* is any information that permits the identity of an individual to be directly or indirectly inferred, including any information that is linked or linkable to that individual.

[\\*Link to DPI's definition of PII](#)



# Documentation Requirements

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## **Districts and schools are responsible for protecting students' personally identifiable information (PII).**

- Only include PII required for claim verification. If your document does not comply with PII protection requirements, you should expect to have to upload a compliant document.
- You can remove non-compliant documents only until the claims submission deadline.
- Do not email student information, even just a name.



# Documentation Requirements

Districts are responsible for providing the required documentation for the specific certification.

<b>If we require</b>	<b>Please don't provide</b>
✔ Signed and dated certificate	✘ Dated exam scores, unsigned certificates, etc.
✔ Unofficial college transcript	✘ High school transcripts, college progress reports, program plants, schedules
✔ Registry number	✘ Unofficial transcripts or program numbers unless the student is not on the registry
✔ Program number	✘ Course numbers





# Documentation Requirements

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## Characteristics of a compliant document

- Certification is on the annual approved certifications list
- Document contains all the required information including showing it was earned before Aug. 31
- Personally identifiable information (PII) is limited to what is needed to process the claim. All other PII is redacted (made non-visible) in some way.
- Name on the document matches the student's WISEdata name
- Document is limited to the specific student and the specific certification



# Documentation Requirements and Preparation: Business and Industry (B & I)



# B & I Requirements

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B & I claims\* are supported by certificates that meet the following requirements

- It is a certificate issued by the certification entity, not an exam or score report, etc.
- The name on the certificate matches the student's WISEdata name
- The certification is on the annual approved certifications list for the year it was achieved
- It meets the requirements (certification name, number of certificates for the certification, correct category, etc.)
- It is signed, dated, and earned before Aug. 31

\*Exception: claims with registry numbers or for Infant/Toddler or Assistant Child Care Teacher do not require documents to be uploaded.



# B & I Preparation: Microsoft

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Microsoft Office Specialist (MOS) and Microsoft Technology Associate (MTA) certifications require special consideration

- MOS certifications (for CTE program purposes) require certificates from two different Microsoft Office programs. Both certificates must be provided so that reviewers can see the dates that the certificates were earned
- The State of Wisconsin, through DPI, has made available free testing licenses to each school district each year through a statewide agreement that uses Microsoft Imagine Academy. MOS and MTA certificates earned through a free license are not eligible for the CTE district incentive grant funding



# B & I Preparation: Microsoft

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The inconsistent use of the free licenses through the statewide agreement across years and across schools within a district has caused a unique set of considerations

- Some districts have formally opted out of the statewide agreement. Some districts use the agreement. In some districts with more than one school, the schools have made different decisions
- Each June, Certiport provides the CTE incentive Grant program lead with a spreadsheet indicating which schools have purchased licenses and which have used free licenses
- Reviewers refer to the spreadsheet when verifying MOS and MTA claims



# B & I Preparation: Microsoft

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If your school plans to submit claims for MS Office Specialist certifications, you must check the following before submitting a claim

1. Verify with your business office if your school has participated in Microsoft Imagine Academy in the years in which your graduates' certificates **were earned**. If it has not, you may submit your claims. If it has, move through the steps below
2. Identify each year that your school
  - a) Participated in Microsoft Imagine Academy (used free licenses)
  - b) Purchased and used the purchased licenses
  - c) Had both purchased and free licenses available within the same year
3. For **each** certificate earned in 2c, contact Certiport and confirm which funding was applied to the certificate



# B & I Preparation: Microsoft

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4. Do not submit claims that include certificates that were earned in years that your school only used free licenses through MS Imagine Academy
5. For years in which only paid licenses were used, you may submit those claims as you would any other claims
6. For years with both types of funding, submit claims for **only** certifications that contain certificates that **were earned with paid licenses**. Remember, for MOS, you need two certificates – both paid for by the school
7. For each claim that falls under 2c (had both purchased and free licenses available within the same year,) upload the following to the claim at the time that you submit it
  - A record of Certiport's response supporting your school's use of purchased licenses in a year that Certiport would also indicate that your school used free licenses
  - Your school's MS purchase history (obtain from the business office)



# B & I Preparation: Microsoft

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If you have difficulty finding the required information or have questions about Microsoft claims, contact us at least two weeks before the claim submission deadline at:

[DETCTEGrants@dwd.Wisconsin.gov](mailto:DETCTEGrants@dwd.Wisconsin.gov)





# B & I Preparation: Registries

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Most B & I claims require one or more copies of a certificate, but some require a registry number.

Districts are responsible for confirming that registry numbers provided in the claim are assigned **to the student** and **not just to someone with the same name as the student**.

Districts should:

- Collect registry numbers directly from the students at the time they become registered.
- Use the registry search tools to verify the numbers.
- Not use the registry search tools to find the numbers.



# B & I Preparation: Certified Nurse Aide (CNA)

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A correct and complete registry number that can be verified on the TM Universe registry search tool is all that is required for CNA claims.\*

1. Collect the registry number from the student.
2. Verify it on the [TM Universe search tool](#).
  - Verify the name on the registry matches the student.
  - Verify the initial date of registration matches school records for when the course was taken (and give a little extra time for exam preparation).
  - Verify that the date of initial registration is on or before Aug. 31 of the year that the student graduated.
3. Enter the registry number, including the “WI.”

\* If the student is not on the registry but completed a WTCS Nurse Aide program, the claim is not for CNA but may be appropriate to submit under the WTCS category because the WTCS Nurse Aide program number begins with an approved prefix (30-543-1.) Follow the rules for the WTCS category.



# B & I Preparation: SCAs

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The certifications eligible for SCAs remain the same as in previous years.

- Emergency Medical Responder (EMR)
- Emergency Medical Technician (EMT)
- Fire Fighter I
- Fire Fighter II
- Fire Inspector



# B & I Preparation: SCAs

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When the student is on the registry, provide the **complete registry number**.

- When you provide a registry number, no documentation needs to be uploaded, unless there is a name mismatch, as described in the Technical Issues section of this training
- If you have the student's certificate showing registry status, the registry number may be on it. For instance, International Fire Service Accreditation Congress (IFSAC) certificates show the registry number
- Complete registry numbers will be all letters and/or numbers and never have an asterisk



# B & I Preparation: SCAs

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## SCA claims require special handling

Collect from the student the required information for each of the SCA certifications earned by the student.

- List of all SCA certifications the student earned. Each one needs a separate claim
- Name of each certification entity
  - International Fire Service Accreditation Congress (IFSAC)
  - National Registry of Emergency Medical Technicians (NREMT)
  - Wisconsin Department of Health Services (DHS)
- Permanent mailing address for the student. This is where we will mail a check in approximately June of the following year



# B & I Preparation: SCAs

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For each claim, confirm the registry number provided by the student or on the copy of an IFSAC certificate

- Use the entity's registry search tool provided on the next slide
  - EMT certifications through NREMT often lapse when the certified individual achieves the next professional level to become licensed as an EMT through DHS. If the student's registry number cannot be verified on the NREMT registry, try the DHS registry
  - Verify that the name matches the student
  - Verify that the date of initial certification is on or before August 31 of the year that the student graduated. NREMT shows only the expiration date which is loosely based on a certification date. Generally, certification is about 2-2.5 years prior to expiration. See [EMR](#) or [EMT](#) page 3 "Certification Period" on each link for more information
  - Do not use EMR or EMT numbers on the NREMT registry that begin with "TCTP." These are student numbers that do not indicate certification



# B & I Preparation: SCAs

The following SCA certifications and certification entities are on the approved certifications list

Specific Certification	Certification Entity	Link to Certification Entity's Search Tool
EMR	NREMT	<a href="https://www.nremt.org">Verify Credentials   National Registry of Emergency Medical Technicians (nremt.org)</a>
EMT	NREMT if certified	<a href="https://www.nremt.org">Verify Credentials   National Registry of Emergency Medical Technicians (nremt.org)</a>
	DHS if licensed	<a href="https://www.wi-emss.org">Public Portal (wi-emss.org)</a>
Fire Fighter I	IFSAC	<a href="https://www.wtcsystem.edu">Fire Training Lookup (wtcsystem.edu)</a>
Fire Fighter II	IFSAC	<a href="https://www.wtcsystem.edu">Fire Training Lookup (wtcsystem.edu)</a>
Fire Inspector	IFSAC	<a href="https://www.wtcsystem.edu">Fire Training Lookup (wtcsystem.edu)</a>



# B & I Preparation: SCAs

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If you don't have the student's registry number for emergency medical services, you may select the correct certification and use the program number when prompted for the registry number.

Transcripts must be uploaded and prepared properly (described under WTCS but submit the claim under B & I)

- EMR: Use program # 30-531-0.
  - If using an unofficial transcript, EMR coursework must have "EMR" in the course name.
- EMT: Use program # 30-531-3.
  - If using an unofficial transcript, EMT coursework must be 5 credits as a single course or show Part 1 and Part 2.





# B & I Preparation: SCAs

If you don't have the student's 2023 registry number for the fire services certifications, you may use the following information. Transcripts must be uploaded and properly prepared (described under WTCS but the claim is filed under B & I)

## Fire Fighter I

**A transcript must show the following course information. Use program number 10-503-0.**

### OPTION 1

30-503-720 (Fire Fighter I)

### OPTION 2

10-503-142 (Fire Fighting Principles)

and one of the following

- ❖ 10-503-153 (HazMat Awareness & Ops/Hazardous Materials Awareness and Operations) or
- ❖ 10-503-103 (HazMat Awareness & Operations/HazMat Applications) or
- ❖ 10-503-203 (Hazardous Materials Operations)

Note: some 47- courses are appropriate but unlikely for high school students because they are continuing education courses. There may be additional anomalies in coursework. If in doubt, email the program lead.



# B & I Preparation: SCAs

## Fire Fighter II

**A transcript must show the following courses. Use program number 10-503-0.**

**The student must have taken and successfully passed the required course(s) for Fire Fighter I and one of the following courses.**

- ❖ 30-503-730 (Fire Fighter II) or
- ❖ 10-503-110 (Fire Fighter II - WTC) or
- ❖ 10-503-112 (Advanced Fire Fighting Principles – MSTC) or
- ❖ 10-503-144 (Advanced Fire Fighting Principles – MATC) or
- ❖ 10-503-159 (Fire Fighting Principles II – BTC)

Note: some 47- courses are appropriate but unlikely for high school students because they are continuing education courses. There may be additional anomalies in coursework. If you have questions, contact [DETCTEGrants@dwd.Wisconsin.gov](mailto:DETCTEGrants@dwd.Wisconsin.gov) .

## Fire Inspector

**The student must have taken and successfully passed the following course. Use program number 10-503-0.**

- ❖ 10-503-151 (Fire Prevention)



# Documentation Requirements and Preparation: WTCS



# WTCS Requirements

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WTCS claims require program numbers and documentation to be uploaded. Documentation may be either of the following

- Unofficial transcript (requires proper preparation)
- Copy of the diploma/certificate of completion

The program number must begin with one of the following prefixes

- 10-
- 30-
- 31-
- 61-



# WTCS Requirements

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If using a **copy of a technical diploma or certificate of program completion** to support the claim, make sure that it has the following information

- ✔ College name
- ✔ Student name that matches the student's name under which the claim is submitted
- ✔ Program name and number match. Number is in the format of xx-xxx-x (may be hand-written). Course numbers are not the same as program numbers. We need the program number
- ✔ Date of diploma being awarded or date of program completion



# WTCS Requirements

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If using an **unofficial college transcript** to support the claim, include only the information necessary for us to process the claim. All we need is the following

- ✔ College name
- ✔ Student name (and “other name” if the “other name” matches WISEdata)
- ✔ Program name and number match (may be hand-written). Program number is in the format of xx-xxx-x
- ✔ Diploma awarded and date (if printed by the college)
- ✔ If the transcript does not have the specific diploma name and date awarded, the course information needs to be visible and highlighted (course numbers, course names, evidence of completing and passing, and the semester)



# WTCS Requirements

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If using an **unofficial college transcript** to support the claim, we do NOT want to see the following.

- ⊗ Partial or complete date of birth or social security number
- ⊗ College ID or Student ID
- ⊗ Student address
- ⊗ Student grade point average
- ⊗ Other courses or diplomas unrelated to the claim
- ⊗ “Other name” unless necessary to match the transcript to the student named in the claim
- ⊗ Other students’ transcripts scanned at the same time



# WTCS Preparation

WTCS claims can require lengthy research because your local technical college may have different program numbers, names, and requirements than other colleges. Also, a specific college's program may be suspended in a year that another's is not. We need specific and accurate information.

## Your Job

Provide the right student's documentation and program name / number.

Redact unnecessary PII – If not redacted, may have to upload a new document.

If a transcript:

- Highlight program name.
- Highlight program number.
- If “degree awarded” section is provided, highlight it with date awarded and redact all other course information.
- If no “degree awarded” info is provided, highlight all of the courses (and semesters) that the student took and passed that are required for the program name and number you provided and redact all other course information.





# WTCS Preparation

WTCS claims can require lengthy research because your local technical college may have different program numbers, names, and requirements than other colleges. Also, a specific college's program may be suspended in a year that another's is not. We need specific and accurate information.

## **Reviewer's Job**

Verify that student name and program name / number are a match to WISEdata and WTCS's list of approved programs

Flag or deny claims without required redactions; may require upload of new document

Regardless of transcript or copy of diploma, verify program was approved for the college in the year that the certification was earned and that it was earned before Aug. 31.

If an unofficial transcript, verify diploma earned information is present or that the courses highlighted and showing as passed were the full set required for the program name and number that was provided

Flag or deny claims that aren't properly supported



# WTCS Preparation

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## Conduct the necessary research before starting the claim

- Confirm program name, number, and course requirements on the college's web site. Remember, the information has to be accurate for the year in which the certification was earned
- Confirm with the college that the program was approved (not suspended) for the year in which the certification was earned
- If the college doesn't display the information on its website, contact the college's registrar to get the information
- If you need to use an unofficial transcript, request that the college send transcripts that don't include unnecessary PII. If they honor your request, it will make your job easier







# WTCS Preparation

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If you have a copy of the diploma or certificate of completion, use it instead of an unofficial transcript.

Before uploading any document, check it for the following:

-  It is for the student for whom the claim is being submitted.
-  It is for a certification that is on the annual approved certifications list for the year it was achieved (and not suspended).
-  It shows that the certification was earned before Aug. 31.
-  It shows the program number in the format of xx-xxx-x and the program name, which match the program information confirmed by the college (may be hand-written).



# WTCS Preparation

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Additional checklist specific to an unofficial transcript.

- ✓ Redact **all** unnecessary PII.
- ✓ If using a marker to cross out PII, review the scanned image prior to uploading to make sure that the information crossed out remains non-visible after scanning. (Sometimes scanner light makes marker ink translucent).
- ✓ Highlight what you want reviewed on the transcript - the program name and number, date diploma was awarded, or all courses taken and passed that are required for the certification.



# WTCS Preparation: Examples

When the degree awarded information is provided.

- The green redaction is for demonstration purposes. The actual transcript would have the name showing.

**UNOFFICIAL TRANSCRIPT - UGRD ONLY**

Name: [Redacted]  
Student ID: [Redacted] ← **No unnecessary PII in the header to redact**

Institution Info: Northwood Technical College

Print Date: 08/17/2021

Birthdate:  
Student Address:

**Highlighted diploma information** →

**Degrees Awarded**

Confer Date: 05/14/2021  
Plan: Technical Diploma Less Than One Year Construction Essentials 30-410-3 ← **Added program number and highlighted it**

**Beginning of Undergraduate Record**

Fall 2020 (08/24/2020 - 12/18/2020)

Program: Unassigned - Undergrad  
Plan: Undeclared Undergrad Preparation

Program: Industrial - Undergrad  
Plan: Construction Essentials Major

Course	Description	Attempted	Earned	Grade	Points
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
Term GPA	Term Totals	[Redacted]	[Redacted]	[Redacted]	[Redacted]
Cum GPA	Cum Totals	[Redacted]	[Redacted]	[Redacted]	[Redacted]

**Redacted course and GPA information** →



# WTCS Preparation: Examples

When the degree awarded information is provided.

Gateway Technical College  
Undergraduate Transcript

Date Issued: September 09, 2022  
Page 1

Redacted unnecessary PII in the header

ID Number: [Redacted]  
Birth Date: [Redacted]  
Other Name: [Redacted]

Course	Title	Cred Grd	Cred CD	GPA	Grade	Course Dates
Redacted unnecessary PII course information because the certificate information is provided						
* Certificate Awarded on 08/22						
* Program 61-307-6 Child Care Basics - Certificate						
* Program GPA [Redacted]						

Redacted GPA

Highlighted the certification information, which includes the program name, program number, and date earned

End of Transcript



# WTCS Preparation: Examples

When the degree awarded information is provided.

The screenshot shows a 'Student Academic Transcript' page with several sections and annotations:

- STUDENT INFORMATION**: Name and Birth Date are redacted. A blue arrow points to the Birth Date with the text 'Redacted birthdate'.
- Curriculum Information**: Program field is redacted.
- DEGREES AWARDED**: A date 'May 15, 2022' is highlighted in yellow. A blue arrow points to it with the text 'Highlighted diploma information'.
- Curriculum Information**: 'CNC Setup Technician' and 'Program number 30-420-4' are highlighted in yellow. A blue arrow points to the program number with the text 'Added program number and highlighted it'.
- Curriculum Information**: 'Awarded:' and 'Degree Date:' fields are redacted. A blue arrow points to the 'Awarded:' field with the text 'Redacted additional certification information. The student earned an additional certification, but that is unnecessary PII'.
- Curriculum Information**: Program field is redacted. A blue arrow points to it with the text 'Redacted additional certification information. The student earned an additional certification, but that is unnecessary PII'.



# WTCS Preparation: Examples

When the degree awarded information is provided

**Redacted unnecessary PII in the header** →

**Highlighted diploma information** →

**Added program number and highlighted it** ↓

**Redacted all course information because the diploma awarded information is provided**

UNOFFICIAL Tr

Institution Info: Fox Valley Technical College  
1825 N Bluemound Drive  
PO Box 2277  
Appleton, WI 54912-2277

Institution D: 09744

Degrees Awarded

Degree: Less Than One Year Diploma  
Confer Date: 05/05/2021  
Plan: Nursing Assistant

30-543-1





# WTCS Preparation: Examples

When the degree awarded information is provided

Gateway Technical College  
Undergraduate Transcript

Date Issued: September 09, 2022  
Page 2

**Redacted unnecessary PII in the header**

ID Number: [REDACTED]  
SSN: [REDACTED]  
Birth Date: [REDACTED]  
Other Name: [REDACTED]

Course	Title	Cred Grd	Cred CD	GPA Att	Grade Cmp	Points	Dates
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

**Redacted unnecessary PII in the course history and GPA**

Term 2022SP Totals: [REDACTED]  
Cumulative Totals: [REDACTED]

TOTALS: CRED.ATT = [REDACTED]

\* Technical Diploma Awarded on 04/21  
\* Program 30-442-2 Welding/Maintenance & Fabrication - Technical Diploma  
\* Program GPA = [REDACTED]  
\* Honors: [REDACTED]

**Redacted unnecessary PII in the diploma information**

**Highlighted the diploma information (program name, program number, and date earned)**



# WTCS Preparation: Examples

When the degree awarded information is not provided

**Date Printed: Sep 29, 2022**  
**Name:** [Redacted]  
**Degree/Curriculum:** [Redacted]

**Redacted uncompleted program information and GPA**

**Degree Awarded:**  
No Degree Yet Awarded  
No Degree Yet Awarded

**Honors:** [Redacted]  
**Cumulative GPA:** [Redacted]

**Highlighted all of the required courses and proof of passing.**

Course Id	Title	Grade	Credits	QPnts
Fall 2021 (Sep 7, 2021 - Dec 18, 2021)				
10420201	Fundamentals of Machining	A	1.00	4.0
31420302	Blueprint Reading	B	1.00	3.0
Spring 2022 (Jan 10, 2022 - Apr 23, 2022)				
10420203	Measurement and Inspection	B	1.00	3.0
10420219	GD&T in Machining	B	1.00	3.0
10444212	CNC Production Operator	A	1.00	4.0

**Dates of courses are visible**

**Added and highlighted college, program name and program number**

Western  
CNC Operator  
Program # 61-444-3

**Redacted unnecessary course and GPA information**

Attempt	Earned	Total GPACrd	QPnts	GPA
Term	[Redacted]			
Cum	[Redacted]			



# Technical Issues



# Technical Issues

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Technical issues are problems identified during a **manual review** that makes the claim ineligible due to the way the claim was entered or the documentation that was provided, yet a **reviewer** thinks that there may be a way for the district to make the claim compliant

Some claim ineligibility issues either cannot be corrected or cannot be identified by reviewers but come to light when the system applies its processes. These issues are considered non-technical issues.



# Technical Issues

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The following are examples of technical issues

- Wrong student's document/mis-match of name
- Wrong program name or number for a WTCS claim
- Unsigned or undated certificate
- Wrong type of document provided (for example, an exam report instead of a certificate)
- Unofficial transcript not properly prepared
- Incorrect number or types of certificates provided



# Technical Issues

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If a non-compliant document (wrong student, unnecessary PII is exposed, etc.) is identified **before** the claims submission window closes, the district may be able to remove it proactively and replace it with a compliant document

If the issue is identified **after** the claims submission window closes, the claim will be marked as “Changes Needed.” If the issue involves a non-compliant document, the document cannot be removed, but a compliant document may be uploaded



# Technical Issues

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When a document is for the student but has a different name on it than what is in WISEdata

1. Create a signed statement on school letterhead
2. The letter must include both names used and state that they both belong to the student under which the claim is being made
3. The statement is to be signed by someone with the authority to sign the letter and who has access to the student's records
4. Upload the letter with the claim at the time that you submit the claim



# Non-Technical Issues

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The following are examples of reasons that a claim may be denied payment due to reasons unrelated to the way the claim was submitted. These types of issues are non-technical issues.

They are unlikely to be identified as needing changes and most often show up in the resolution phase (after the corrections deadline has passed).

- Complete graduation data not provided to DPI by the deadline.
- The student's records reflect two different names.
- YA registration and/or completed checklist not provided to YA by the deadline.





# Non-Technical Issues: YA

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The three most common reasons for denied Youth Apprenticeship (YA) claims are below.

In many cases, the actual reason is that the paperwork was not filed.

- Student didn't complete the program.
- Student is not in the YA database.
- Student used a different name for the YA registration that the system doesn't recognize as the person who graduated.



# Non-Technical Issues: YA

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Before starting a YA claim, work with your YA consortium and proactively identify and address deficiencies that may result in denied claims for reasons outside of the actual claim.

- Confirm that the student is registered in the YA system.
- Confirm that the student completed the program.
- Confirm that the paperwork showing a **completed** checklist **has been filed** with YA.
- Obtain a signed statement on school letterhead explaining any difference in names (in cases where there is a difference) and upload it with the claim.



# Best Practices



# Best Practices

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To efficiently manage your district's CTE Incentive Grant (CTE IG) program, consider the following. Each idea will have specific suggestions in later slides.

- Create a calendar-based work plan with assigned responsibilities.
- Create a CTE IG folder. Save it in a common records area.
- Create a secure folder to hold confidential records.
- Create a local Onboarding CTE IG Staff Toolkit.
- Plan for easy succession or temporary duties during a leave of absence.
- Use electronic calendars to stay on track and meet deadlines.



# Best Practices: Work Plan

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Create a calendar-based work plan with responsibilities.

- List all CTE IG tasks.
- Place them on the academic year calendar.
- Assign responsibilities and embed the responsibilities into the assignees' formal work duties.
- Set up periodic meetings of CTE IG staff where the agenda will be informed by the calendar.
- Store the work plan in a common records area.
- Review / update it regularly and revise it when needed.



# Best Practices: Common Folder

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Create a CTE IG folder and save it in a common records area. At a minimum, include the following:

- Program records including emails.
- Recurring calendar-based timeline with major CTE IG deadlines and tasks, tailored to your district's resources.
- Checklist of annual tasks to keep up-to-date and include names so that all CTE IG staff know what needs immediate attention and what is coming up.
- Local, DPI, and DWD CTE IG contact information and web page links.
- Onboarding toolkit tailored to your district's resources and needs, created so that a new staff person can access it and quickly know the program.



# Best Practices: Secure Folder

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Create a CTE IG secure folder and save it in a common records area. At a minimum, include the following features:

- A personally identifiable information (PII) policy.
  - Statement that supports DPI's and DWD's requirements that school staff adhere to privacy protection rules.
  - Examples of what DPI and DWD regard as unnecessary PII for program purposes.
  - Process to remove or add program staff access.
- Subfolder to hold student certificates and other documentation used for claims.
- Limit access to only the staff who are responsible for creating or using the information and a supervisor.



# Best Practices: Onboarding Staff

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Create a local onboarding CTE IG staff toolkit.

- Store it in the CTE IG folder in the common records area.
- Assign “onboard new CTE IG staff” as a formal duty of the supervisor.
- Embed onboarding into the supervisors’ formal duties.
- At a minimum, include the following in the toolkit:
  - Contacts list with responsibilities.
  - List of approved certifications that your district uses.
  - Recurrent calendar of CTE IG tasks and who is responsible.
  - Links to local, DPI and DWD CTE resources including online training available.





# Best Practices: Succession Planning

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Plan for easy succession or temporary access during leaves of absence.

- Ensure that newly hired staff will have easy access to the information they need, especially at the beginning of a school year.
- Ensure that all CTE IG records are saved in the common records location with the distinction that any records with student PII are saved in the secure folder.
- Establish and document CTE IG procedures, especially those involving collecting or preparing documentation, quality control, finalizing claims, correcting claims, and financial aspects of grant funds.
- Formally embed CTE IG tasks into staff members' assigned duties.



# Best Practices: Electronic Calendar

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## Make electronic calendars work for your CTE IG program

- Put major deadlines and tasks on electronic calendars.
- Include recurrent, “check DWD CTE web page for updates,” on the calendar.
- Be sure to add in early October, “Notify CTE program lead of changes to district contact information.”
- Schedule check-in meetings to give CTE IG staff a sense of team, joint and individual accountability, and to encourage sharing information and updates at both the local and state level.
- Include meetings involving planning for CTE IG in the upcoming school year so that all team members are informed.



# Best Practices: QC Checklist

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You may use the following Quality Control (QC) Checklist to get you started. Adapt it to your resources and needs.

- Attend available CTE IG training
- Collect claim documentation
- Do a quality control check on documentation to make sure every document is compliant
- Check with Youth Apprenticeship consortium that each YA student has the student registered and the checklist that shows program completion has been uploaded to the YA database. Check for different names for the same student
- Enter claims
- Do a quality control check on every claim to make sure it is properly entered
- Confirm that all graduation data has been provided to WISEdata (diploma and exit type)



# Best Practices: QC Checklist (cont.)

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- Submit claims one week in advance of the deadline
- Early October: Check with DWD CTE program lead on contact information. Correct if necessary
- During review and edit phase, check the claims portal each month for flagged claims. Address immediately
- Check the DWD CTE web page each month for program updates
- Right before the end of the review and edit phase, check the claim status of all the school's claims to ensure that none remain in Changes Needed or Changes Submitted status
- Pull the verification report when the resolution phase opens. Discuss internally as appropriate. Notify the DWD CTE program lead of disputes before the deadline
- Check the verification report again before the resolution deadline to confirm that all disputed claims have been satisfactorily resolved
- Follow up with financial staff to ensure that the expected amount has been received



# Resources



# Resources - Person

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DET CTE Incentive Grants Program Lead



[DETCTEGrants@dwd.Wisconsin.gov](mailto:DETCTEGrants@dwd.Wisconsin.gov)



608-733-3887

Youth Apprenticeship



[YA@dwd.Wisconsin.gov](mailto:YA@dwd.Wisconsin.gov)



# Resources - Web

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## [DWD CTE web page](#)

- Training
- All annual approved certifications lists
- Updates, news, changes, notices



## [DPI CTE web page](#)

Create a help ticket for the [claims portal](#)





**Thank you for participating in the CTE  
Incentive Grant program and  
supporting your students as they  
prepare for careers.**

