

Clean Energy Internship & OJT Program - Department of Labor User Guides

These materials are intended to provide guidance for Department of Labor representatives when reviewing and approving applications submitted by business to participate in the Clean Energy Internship & OJT Program. The three procedures below directly support these efforts. The Application Due Diligence Review section provides guidance on how to begin the application review procedure. If the application is missing required information or additional clarity is required, DOL should leverage the Due Diligence Review - Issues Pending procedure. When the application is ready for approval, proceed to the **Application** Approval procedure to learn how to do this in Salesforce.

Application Due Diligence Review

1

Upon the NYSERDA Project Manager's review and confirmation of eligibility of the applicant to participate in the **Workforce Development & Training** program, members of the Department of Labor responsible for providing the Due Diligence stage of the application review will receive an automated email from Salesforce requesting their review of the application.

✔ If the Department of Labor clicks the link within the email, they will be taken directly to the application record in Salesforce after logging in. In this case, bypass steps 2-4 below and proceed directly to step 5. Otherwise, follow steps 2-4 below to review how to locate the submitted application directly in Salesforce.

2

Begin the application review process by logging into Salesforce and accessing the **Contractor Applications** tab.



3

From the **Contractor Application** tab, use the view drop-down to select the **WFD - DOL Approval Queue** option, then click **Go**. This filters the list to display only contractor applications in the queue for a DOL Due Diligence review.



4

Access the correct application by clicking the application number link in the **Contractor Application** column. This will open the application record in Salesforce.



- The DOL should initiate the Due Diligence review for applications in the order in which they were received, beginning with the oldest creation date and working towards those with the newest creation date.
- If an applicant has the **Request for Information** box checked, the Due Diligence review process has already been initiated and there are open items for the business to resolve.

Home Submit a New Application Accounts Projects Contractor Applications Contacts Reports +						
WFD - DOL Approval Queue Edit Delete Create New View						
New Contractor Application Change Owner						
Action	Contractor Applicat...	Legal Business Name	Contractor Name	Status	Request for Inform...	Created Date ↑
<input type="checkbox"/> Edit Del +	54217	Joe's Energy Stora...	Joe Joseph	Under Review	<input type="checkbox"/>	7/28/2021
<input type="checkbox"/> Edit Del +	54256	Sam's Solar	Sam Solar	Under Review	<input checked="" type="checkbox"/>	8/30/2021
<input type="checkbox"/> Edit Del +	54271	Zanzibarrels	Kryptops palaios	Under Review	<input checked="" type="checkbox"/>	9/9/2021
<input type="checkbox"/> Edit Del +	54279	Test Business	Dorygnathus purdoni	Under Review	<input type="checkbox"/>	9/13/2021
<input type="checkbox"/> Edit Del +	54283	Kit Kat Kollaborative	Kitty Kat	Under Review	<input type="checkbox"/>	9/15/2021
<input type="checkbox"/> Edit Del +	54303	Test Application	Alfred Andersen	Under Review	<input type="checkbox"/>	10/4/2021

5

Once in the **Application Record**, review the information in the **Company Information** section to obtain the business information necessary to complete a **Due Diligence Review**. Additional information from the applicant can be found by opening the signed application in the **Contract Information > Documents** section.

Company Information

Legal Business Name	Test Application	Employer Identification Number (EIN)	110000000
Street Address	14 Mrs Franks Rd	Business Name / Disregarded Entity Name	Andy's Emporium
Street Address 2		NYS MWBE or SDVOB Certification numbers	
State	New York	NYS Minority Owned	<input type="checkbox"/>
City	Saugerties	NYS Women Owned	<input type="checkbox"/>
Zip Code	12477	NYS Veteran Owned	<input type="checkbox"/>

Contact Information (Primary)

Signatory Contact Same as Primary

Account Receivable Contact as Primary

Contacts Documents

Document Name	Uploaded Document	Document History
Signed Application	Signed Application: 291a9ceb-0135-4842-bb01-f8ffe4da325	Attachment History

6

Based on the outcome of the DOL Due Diligence review, determine if the application can be approved for participation in the OJT program.

If the business is not able to pass the Due Diligence review for approval, proceed to the **Due Diligence Review - Issues Pending** section below.

If the application can be approved, proceed to the **Application Approval** section below.

If the application cannot be approved as a result of the applicant not providing required information within the original 30 day deadline or the additional one week extended deadline, reach out the NYSERDA Project Manager to have the application rejected.

Due Diligence Review - Issues Pending

1

Once the **Application Record** is in edit mode, scroll down to the **Review** section and check the **Request for More Info** box and input the current date, reflecting when the outreach regarding Due Diligence issues is made, in the **request for Information Date** field.



Review

Request for Information

Request for Information Date [10/7/2021]

2

From the **Application Record** in Salesforce, click **Edit** at the top of the application in the **Contractor Application Detail** section.

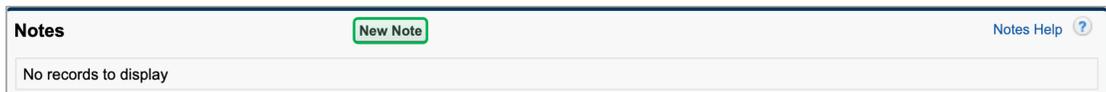


Contractor Application Detail Unlock Record **Edit** Sharing Application Wizard Provision Contractor Login

Contractor Application Number 54303 Owner Integration User [Change]

3

Then, scroll down to the **Notes** section of the application record and click **New Note**. You will be directed to the **New Note** page.

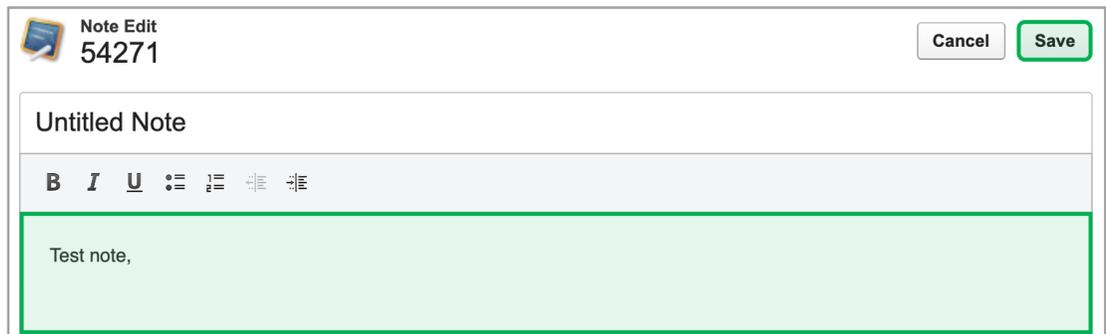


Notes New Note Notes Help ?

No records to display

4

On the **New Note** page, use the note field to document details regarding subsequent check-ins with the applicant regarding the status of resolution of the Due Diligence pending issues. When done, click **Save** then click **Cancel** to return to the application record.



Note Edit 54271 Cancel **Save**

Untitled Note

B I U ☰ ☰ ☰ ☰

Test note,

5

Once complete, the Department of Labor, using their own internal means, should reach out to the applicant to provide the details of the Due Diligence pending issues and expectations for providing that information within a reasonable timeframe.

The Department of Labor contacts business with applications past 30 days that contain pending issues with one final request for issues to be resolved within one (1) week. The NYSERDA PM will prompt the DOL for these follow-up requests.

If the issues are not resolved within the one (1) week timeframe of this final request, the DOL uses the **Send and Email** button in the Salesforce Application Record to email the NYSERDA PM, notifying NYSERDA that the business has not addressed the pending issues related to the Due Diligence review.

Once NYSERDA receives this communication, the NYSERDA Project Manager proceeds with rejecting the application citing failure to pass the Due Diligence review in the requested timeframe.

Application Approval

1

Once the business has passed the Due Diligence review, from within the **Application Record**, scroll down to the **Approval History** section and click the **Approve/Reject** option. You will be directed to the **Approve/Reject Approval Request** page.

Action	Date	Status	Assigned To	Actual Approver	Comments	Overall Status
Approval History Recall Approval Request Approval History Help ?						
Step: PM Approval (Pending for first approval)						Pending
Reassign Approve / Reject	10/5/2021 8:04 AM	Pending	WFD - Project Manager Approval Queue	WFD - Project Manager Approval Queue		
Approval Request Submitted						
	10/5/2021 8:04 AM	Submitted			Submit record in Approval Process.	

2

On the **Approve/Reject Approval Request** page, enter in any comments, if applicable, and click **Approve**. Once Approved, you will be directed back to the **Application Record**.

Approval Request Help for this Page ?

Contractor Application: 54303

◀ Back to Contractor Application: 54303

Approve/Reject Approval Request

Contractor Application Number: 54303
Owner: [Integration User](#)
Contractor Name: [Redacted]
Comments:

[Approve](#) [Reject](#) [Cancel](#)

3

On the **Application Record** confirm that the DOL Approval step has a status of **Approved**. The application will then proceed to the NYSERDA Project Coordinator approval as indicated by the new line item moving the application to the **WFD - Project Coordinator Approval Queue**.

Action	Date	Status	Assigned To	Actual Approver	Comments	Overall Status
Step: Project Coordinator Approval (Pending for first approval)						Pending
Reassign Approve / Reject	10/8/2021 12:34 PM	Pending	WFD - Project Coordinator Approval Queue	WFD - Project Coordinator Approval Queue		
Step: DOL Approval						Approved
	10/8/2021 12:34 PM	Approved	WFD - DOL Approval Queue			
Step: PM Approval						Approved
	9/8/2021 10:16 AM	Approved	WFD - Project Manager Approval Queue			