

INDIVIDUAL TRAINING ACCOUNT (ITA) POLICY *Eligible Training Provider and Programs List*

Policy# 15-05

Revision #3

Effective Date: 2/15/18

Background

Individual empowerment through informed customer choice is one of the guiding principles of the Workforce Innovation and Opportunity Act (WIOA). One of the primary mechanisms for providing customers with increased choice and flexibility when it comes to accessing training under WIOA is through the Individual Training Account (ITA) Program. The ITA Program allows customers to access a wide variety of approved training programs from qualified training providers. Customer choice is maximized by both the diversity and sheer numbers of different programs and training opportunities that are available to meet the needs of WIOA eligible customers.

The ITA Program is operated in accordance with Sections 680.300, 680.310, 680.320, 680.330, 680.340, 680.350, 680.400, 680.410, 680.420, 680.430, 680.450, 680.460, 680.470, 680.480, 680.490, 680.500, 680.510 and 680.520 of the WIOA Final Rules and Regulations, Virginia Board of Workforce Development (VBWD) Policy #404-01 and Virginia Community College System (VCCS) VWL #16-06, Change #1.

The Program is made available at the point at which a customer's employment needs and goals cannot be met without the receipt of training services based on an assessment of their knowledge, skills, abilities, work history and employment barriers. Since access to the ITA Program can only occur following a customer's receipt of assessment services and determination of need, a strong case management and career counseling infrastructure must be present to coordinate all the various aspects of service intervention, to support the overall goal of meaningful unsubsidized employment and recognized postsecondary credential attainment for the customer.

A List of currently approved ITA Training Providers and Training Programs is maintained on the Opportunity Inc. website www.opp-inc.org and posted in the One-Stop System Centers on an ongoing basis. This information along with cumulative performance results for approved training programs is shared with customers by One-Stop System staff in order to facilitate meaningful customer choice in the selection of training programs.

ITA Initial Eligibility Application Process

The ITA Initial Eligibility Application Package is posted on the Opportunity Inc. website at www.opp-inc.org on an ongoing basis. The Application Package includes the VCCS prescribed Training Provider and Training Program Application Forms, in addition to other submission requirements.

Interested training providers may propose training programs for Initial Training Provider/ Program Eligibility at any time. Opportunity Inc. staff reviews submitted Application Packages for completeness and compliance with applicable requirements. Where submitted Application Packages do not fully meet the applicable requirements and/or are incomplete, Opportunity Inc. staff will contact the proposing training provider for resolution. The Application Package will not be moved forward for consideration until resolution is complete. Where submitted Application Packages are complete and in compliance with the applicable requirements, such will be moved forward for program selection consideration.

Initial Training Provider/ Training Program Eligibility Selection Process

The Hampton Roads Workforce Development Board (HRWDB) in consultation with the HRWDB Workforce Services Committee (WSC) selects training programs for inclusion on the HRWDB Approved ITA Programs List. Selection is based on a review of submitted Application Packages by the WSC and the formulation of program selection recommendations for the HRWDB to consider at their next regularly scheduled meeting. The WSC considers such factors as capacity to provide the proposed training services; performance outcomes; training credential recognition; organization qualifications; labor market demand; training curriculum/ training provider accreditation; and, the skills to be obtained from the training program. The HRWDB Executive Committee may review and approve proposed training programs between HRWDB meetings.

Training providers whose proposed training programs are selected by the HRWDB for inclusion on the HRWDB Approved ITA Training Programs List will be notified by letter and an ITA Vendor Agreement with Opportunity Inc. will be executed. The ITA Vendor Agreement will outline the terms, conditions, stipulations and requirements under which Opportunity Inc. may purchase training services from the training provider. In addition, it will outline the performance data tracking and reporting requirements related to the Opportunity Inc. participants who receive training services. Training programs selected for inclusion on the List and will remain on such for one (1) year, unless otherwise removed by Opportunity Inc. for cause. Training programs selected by the HRWDB will be included on Eligible Training Provider and Programs List for Virginia. ITA Vendor Agreements may be formally modified in writing, as applicable and appropriate.

Those training providers whose proposed training programs are not selected will also be notified by letter and informed of the HRWDB Reconsideration Process that is available for those whose proposed programs were not selected for inclusion on the HRWDB List. Training providers must first exhaust their reconsideration option with the HRWDB prior to going forward with the VCCS Process.

Continued Training Provider/Training Program Eligibility Recertification Process

Following the completion of one (1) full year of Initial Eligibility each approved training provider program will be reviewed to determine continued eligibility recertification for inclusion on the HRWDB Approved ITA Programs List.

Recertification will be primarily based on the compilation and review of WIOA participant performance outcomes for approved training programs. Performance outcomes will be based on an ongoing cumulative count for participants enrolled on and after July 1, 2016 and will include both “real time” data maintained by Opportunity Inc. and DOL Performance Metrics data provided by the VCCS on a quarterly basis, through an analysis conducted by Opportunity Inc. staff and

reported to the WSC, in conjunction with the staff training program recertification recommendations. Program outcomes where there are less than six (6) cumulative participant exits will not be considered for recertification purposes and those individual programs will be continued for an additional year. Also, individual programs which have had no enrollments and where there have been no adverse circumstances, are continued for an additional year. Individual training programs that have had no enrollments for a period of two (2) consecutive years following the Initial Eligibility period will be removed from the List.

At a minimum, training program satisfactory performance in accordance with following metrics and minimum levels is required for recertification, as stipulated in VBWD Policy #404-01, and as qualified above:

1. Training Completion Rate (50% for Adults and DWs)
2. Credential Attainment Rate (65% for Adults and DWs)

Participant data and related rate calculations will be validated by Opportunity Inc. with applicable training providers. In addition to consideration of the above participant performance outcomes, other factors that may be considered for recertification include: organizational structure; operational capability issues; any participant complaints or formal grievances; credential recognition; curriculum contents; training delivery method; invoicing or reporting issues; real time performance outcome issues; and, any other operational issues related to the delivery of training services under the ITA Vendor Agreement.

The WSC will review training programs for recertification and make recommendations to the HRWDB or Executive Committee for continued inclusion on the HRWDB Approved ITA Programs List. This activity will occur in the Fall and Spring of each year based on the WSC meeting date prior to the next scheduled HRWDB or Executive Committee meeting date. Training program durations shown in the VaWC will be extended to accommodate for the time required for the meetings to take place and actions to be taken.

Training programs authorized by the HRWDB or Executive Committee for continued eligibility may operate for an additional year unless otherwise removed by Opportunity Inc. for cause. Thereafter, continued eligibility will be determined on an annual basis in accordance with the above. Training providers whose training programs are approved for continued eligibility will be notified by letter and their ITA Vendor Agreement will be modified accordingly. In addition, an updated Anti-Discrimination Certification Form will be obtained from the training provider. Those training providers with training programs that are not approved will also be notified by letter and the Reconsideration Process will be available.

If a training program(s) is not recertified, participants who are currently enrolled and active in authorized training services will be allowed to continue through to the completion of their approved training plan, if they actively participate.

Opportunity Inc. WIOA Training Funds/ Approved Program Revisions

The maximum amount of WIOA funds that an individual customer may receive for ITA training tuition and other necessary training related costs is established by the WSC, in consultation with Opportunity Inc. This amount is reviewed by the WSC as needed and changes are made when warranted. Currently that amount is up to \$5,000, in total. WIOA funds are to be used for customer

training when other forms of federal grant assistance, such as PELL Grants, are not available. In all cases, a financial plan is developed by One-Stop System staff in consultation with the participant to identify how the full cost of training services will be funded.

Revisions to existing approved training programs may be authorized where curriculum changes are needed to reflect dynamic industry training standards and/or requirements in support of existing and/or new industry recognized credentials and/or where the name of an existing training program has changed. These revisions can be accomplished administratively at any time during the ITA Vendor Agreement performance period without the need of a formal application process. Any revisions to existing approved programs must be approved by Opportunity Inc. and in no case will the cost exceed the maximum WIOA training funds limitation.

Virginia Eligible Training Provider and Programs List Use Option

Once a training provider's training program(s) is approved by any Local Workforce Development Board (LWDB) in Virginia, that program(s) is included on the Virginia Statewide Eligible Training Provider and Programs List. Other LWDBs may purchase training from that training provider if the applicable program(s) remains in good standing on the Virginia List, without the training provider having to go through an additional application process.

Opportunity Inc. may choose to enter into an ITA Vendor Agreement and purchase training from a training provider who is on the Virginia List, to best meet the needs of a specific customer, in exception situations, at its sole discretion. In that regard, the following process will be followed prior to using a training provider's program(s) from the Virginia List:

1. The training program is not available from any training provider in good standing on the current HRWDB Approved ITA Programs List and has been verified to be current on the Virginia List. The timing of training services delivery regarding the needs of the customer will be considered in relation to the determination of availability.
2. The training program's occupational area shows positive projected labor market demand, as determined by Opportunity Inc.
3. The training program's curriculum, training delivery capacity and recognized training credential is verified and a satisfactory site visit, as warranted, is conducted by Opportunity Inc.
4. The training program after meeting the requirements set forth under items 1, 2 and 3 above, is reviewed by the Opportunity Inc. Workforce Services Officer for approval. A training program that does not meet the requirements under items 1, 2 and/or 3, and/or if there are other extenuating negative circumstances, will not be approved.
5. The training provider enters into an ITA Vendor Agreement with Opportunity Inc.

Note: Training programs that are purchased by Opportunity Inc. via the Virginia List will only be authorized for specific individual customers and will not be included on the HRWDB Approved ITA Programs List as eligible to receive ongoing customer referrals and additional vouchers. Being included on the Virginia List does not guarantee that a program(s) will be purchased by Opportunity Inc. The Reconsideration Process option is not available to programs not selected from the Virginia List by Opportunity Inc.

Out of State Training Providers Use Option

For a customer to obtain WIOA funded training services from an Out of State training provider, the training provider's program must be currently included on another State WIOA Eligible Training Provider and Programs List. Approved training programs in other States can be located at <http://www.servicelocator.org/program>.

Approval for the use of an Out of State training provider's program will follow the process outlined above for the use of the Virginia List. If an Out of State training provider is used, a detailed case note that explains why such was used must be entered into the VaWC and sufficient data must be obtained from the training provider in order to enter the training program into the VaWC.

Registered Apprenticeship Process

In accordance with Section 680.470 of the WIOA Final Rules and Regulations and VBWD Policy #404-02, Registered Apprenticeship (RA) Programs are automatically eligible for inclusion on the WIOA Eligible Training Provider and Programs Lists, at the State and Local Levels.

Interested training providers must submit the Application Form attached to VBWD Policy #404-02 to Opportunity Inc., which will then be sent to the Virginia Department of Labor and Industry (DOLI) for review and approval. If approved by DOLI, Opportunity Inc. will obtain the required information needed to enter the training program into the VaWC and to enter into an ITA Vendor Agreement for the training program. Funding for RA Programs must be for a specific, otherwise WIOA eligible individual who is a Registered Apprentice or an individual that will be hired by an employer as a Registered Apprentice, based on the training to be provided.

An RA Program may remain on the HRWDB and Virginia Lists if it continues to be registered and recognized with DOLI or until a RA Program sponsor requests to have a Program removed. RA Programs are not subject to the State mandated performance requirements.

VaWC Data Entry

Opportunity Inc. will ensure that the required data elements related to the Initial Eligibility Application Package, Continued Eligibility and performance information regarding approved training provider training programs are entered the VaWC. Once the Initial Eligibility Application Package is completed, reviewed and approved by the HRWDB or HRWDB Executive Committee, the information will be entered into the VaWC within fourteen (14) business days, unless otherwise warranted. This will include training provider training programs that are not approved by the HRWDB. In addition, Registered Apprenticeship Program information will also be entered into the VaWC.

ITA Program Related Staff Responsibilities

The Opportunity Inc. Workforce Services Officer will have the primary responsibility for the overall ITA Program. VaWC training program data entry will be performed by the Opportunity Inc. MIS Technician, as directed by the Workforce Services Officer. ITA Vouchers are issued to WIOA

eligible and approved customers by One-Stop System staff which serve as authorization documentation to the training provider for the customer to attend training. One-Stop System staff provide ongoing case management services throughout the customer's training experience and maintain the customer file, in accordance with VCCS standards.

ITA Program Records Retention

Opportunity Inc. will maintain Initial Eligibility Application Packages; Registered Apprenticeship Program information and related DOLI verification documentation; Continued Eligibility Performance Information; records regarding training provider related complaints and actions taken on those complaints; and, other required records and documents, for a minimum period of three (3) years.