

Governor's Workforce Investment Office Policy Guidance Letter No. 11-00

To: ALL STATE WORKFORCE INVESTMENT BOARD CHAIRS
ALL STATE WORKFORCE INVESTMENT BOARD DIRECTORS
ALL WORK4WV ONE-STOP LIAISONS
ALL STATE AGENCIES INVOLVED IN WORK4WV
WEST VIRGINIA SERVICE PROVIDER ASSOCIATION PRESIDENT
STATE WORKFORCE BOARD CHAIR
STATE WORKFORCE BOARD EXECUTIVE DIRECTOR

From: JAMES S. JEFFERS
CHIEF OF WORKFORCE INVESTMENT
GOVERNOR'S WORKFORCE INVESTMENT OFFICE

Subject: CERTIFICATION PROCESS FOR WIA TRAINING PROVIDERS

Effective Date: September 12, 2000

Purpose: To provide guidance for the Workforce Investment Boards process for certifying training providers under the Workforce Investment Act

References: Workforce Investment Act, Sections 122,123,134; Workforce Investment Act, Interim Final Rule 20CFR, Part 663, Subpart E.

Background: The Workforce Investment Act of 1998 (WIA) emphasizes informed customer choice, system performance and continuous improvement. WIA mandates local Workforce Investment Boards (WIBs), in partnership with the State, to identify training service providers at the local level, whose performance qualifies them to receive WIA funds to train jobseekers, based on minimum criteria established by the Governor.

The intent of the Workforce Investment Act and the WORK4WV service delivery system is to allow adult and dislocated jobseekers that qualify for training services to have freedom of choice in selecting any qualified training provider from the State's single eligible provider list. This list, including performance and cost information, shall be disseminated to the WORK4WV system within the state. The training provider list and related performance information form the basis for the Consumer Report module that will be part of the WORK4WV operating system currently under development.

Policy: The Governor's Workforce Investment Office (GWIO) has developed a provisional statewide eligible training provider list for use by the WORK4WV system beginning **July 1, 2000 thru December 31, 2000**. WIA supported customers seeking training as well as customers of all other WORK4WV partners may use training providers and their programs identified on this provisional list. The provisional training provider list can be accessed in the following ways:

- www.wvgwio.org
- www.WORK4WV.org
- Request from GWIO office (304-558-7024) or 1(877) WORK4WV

Training providers that want to have programs added to the provisional list may do so by going to the www.wvgwio.org website and clicking on the eligible training provider e-form.

Training providers seeking inclusion on the state eligible training provider list effective **January 1, 2000** must apply (for each program of training) through a local certification process conducted by local Workforce Investment Boards. This local certification process will culminate in the development of the ongoing state training provider list and consumer report managed by the Governor's Workforce Investment Office. Attachment A in this policy letter describes the local training provider certification process to be carried out during the effective date of this letter and **January1, 2000**.

Training providers that want to have programs considered for inclusion on the provisional list may do so by accessing the e-form available at the www.wvgwio.org website.

Action: Local Workforce Boards may begin this process upon receipt of this policy letter. Key criteria and timelines should be adhered to as closely as possible in order to have permanent system in place on January 1,2000.

Questions: Questions related to this issuance should be directed to the Governor's Workforce Investment Office located at Building 6, Room B-617, 1900 Kanawha Boulevard, East, Charleston, WV 25305. Toll Free Telephone: 1-877-WORK4WV.

Expiration Date: Effective until rescinded or modified by the Governor's Workforce Investment Office.

ATTACHMENT

WORK4WV

Eligible Provider of Training Services

Certification Process

1. Application Process

- Each local Workforce Investment Board (WIB) shall solicit an invitation to all training providers to submit applications to apply for eligible training provider status.
- Solicitation may be done via direct mailings, newspaper notices and other appropriate means. Each WIB has discretion to solicit training providers from within or outside the local workforce area, including other states.
- Each WIB will be responsible for training providers access to application forms and the list of **demand occupations** as determined by each local Board. Training should be related to those occupations determined to be in demand in each workforce area.
- Prospective training providers will be required to submit an application for each program or course of study. **Programs**, not providers are certified through this process.
- A course of study or program includes:
 - a. One or more courses or classes that leads to a certificate, diploma, associate degree or bachelor's degree; or
 - b. A competency or skill recognized by employers; or
 - c. Training that provides individuals with additional skills or competencies generally recognized by employers; or
 - d. Resident, correspondence or telecommunication instruction to prepare individuals to pursue a field of study.

2. Types of Training Requiring Application

- The following training services require an application from the prospective provider and certification before WIA funds can support the training through the WORK4WV Individual Training Account (ITA) system:
 - a. Occupational skill training

- b. Adult education and literacy activities if combined with other training serves included in this list;
- c. Training programs operated by the private sector;
- d. Skill upgrading and retraining;
- e. Entrepreneurial training;
- f. Job readiness training that leads to employment. NOTE: **Job readiness training that is part of pre-vocational services is considered intensive services;**
- g. Entrepreneurial training

3. Initial Eligibility Determination (certification period

January 1, 2001-June 30, 2001)

• To receive an initial eligibility determination, prospective training providers must submit an application to the local Board for each program the provider desires to provide training. The application must contain, at a minimum, the following program identification and performance information:

- a. Training provider name and mailing address
- b. Contact person
- c. Telephone, fax, and e-mail address of contact person
- d. Provider web-site address
- e. Program/Course of study name
- f. Course prerequisites
- g. Training location(s)
- h. Program length
- i. Program description
- j. Program costs

- k. Financial aid available
- l. Assurances of American with Disabilities Act compliance
- m. Summary of grievance procedures

PERFORMANCE INFORMATION

- a. Program completion rates for all individuals enrolled in the applicable program over the most recent two-year period. Includes total participants enrolled, total participants completing the program, and the completion percentage.
- b. The percentage of all individuals participating in the applicable program who obtained unsubsidized employment over the most recent two-year period.
- c. The percentage of all individuals enrolled in the applicable program that obtain unsubsidized employment in an occupation related to training over the most recent two year period.
- d. Average hourly wage for all individuals enrolled in the applicable program over the most recent two-year period.

4. Subsequent Eligibility

- Eligibility determination for inclusion on the approved list of training providers must take place annually. New applicants must provide the complete set of minimum information as identified in section 3. Existing approved providers must seek recertification through submission of at least updated performance information requirements and other information as required by the local WIB.

5. Review and Certification Process

- Each local Board must submit its list electronically of potential service providers and applications to the Governor's Workforce Investment Office by **December 1, 2000. Within 30 days**, GWIO will review and certify each program and /or course of study initially eligible to furnish training services to WIA eligible customers effective **January 1, 2001**. Training providers will appear on the approved statewide list if approved by GWIO following this review and verification process.
- If a local WIB determines that an applicant does not meet the eligibility requirements, The WIB shall issue a denial notice to the applicant. The notice must identify the specific program being denied and the reasons for denial. The notice should also advise the applicant of its right to appeal the local decision and

the appeal process. Certification may be denied for the following reasons:

- a. Application not complete or not submitted within required time frames
- b. Performance data not included with application
- c. Performance data does not meet WIB standards
- d. Inaccurate information intentionally supplied
- e. Training programs do not support the demand occupations for the area

• The Local WIB may waive performance data requirements under the following circumstances:

- a. Program is new and past performance data not available
- b. Only partial performance data is available
- c. Excessive cost for provider to collect data
- d. Other reasonable circumstances

6. Maintenance of the Eligible Provider List

• The Governor's Workforce Investment Office is responsible for the development, operation and maintenance of the statewide Internet based eligible training provider list with consumer information. GWIO may deny an application or remove a provider from the list under the following conditions:

- a. Inaccurate information intentionally supplied to GWIO;
- b. Provider has substantially violated any requirements under the
Workforce Investment Act;
- c. Training provider does not reapply for certification

7. Exemptions to the Certification Process

- Providers of On-the-Job Training and Customized Training are not subject to the requirements for provider certification. **On-the-Job Training** is provided by an employer in the public, private, or private non-profit sector. The training activity provides occupational training for WIA customers at the work location. Up to 50% of the wages paid to the WIA customer is reimbursed to the employer based on contractual provisions.

Customized Training is designed to meet special requirements of the employer. The activity is provided with a commitment by the employer to employ or continue to employ individuals upon successful completion of the training activity.

8. Other Certification Issues

- Local Workforce Investment Board should identify demand occupations in their regions and target training resources to support occupational needs.
- Policy related to Individual Training Account amounts, length of training support, inter-regional and interstate agreements will be established by local Workforce Investment Boards. WIBs are encouraged to involve the service provider community in making decisions around these matters.
- WIBs should consider local factors that may have affected training provider performance as it carries out its certification responsibility. These factors might include economic, geographic, and demographic conditions.
- WIBs shall give public notice to training providers to inform them of the certification and re-certification process.
- As WIBs begin to accept initial applications at any time during the year, they should negotiate a schedule with each applicant so that all training providers get on the same cycle for collecting and submitting performance data.
- WIBs shall require annual re-certification for each program of training service.
- The Statewide list of certified training providers shall be updated annually by GWIO.

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