


Date: July 1, 2009

To: Pacific Gateway Workforce Investment Network Staff
WIN Sub-Recipients

From: Bryan S. Rogers 
WIB Executive Director

Subject: **POLICY MEMORANDUM: WDB-08A**
INDIVIDUAL TRAINING ACCOUNT

EFFECTIVE DATE

This policy is effective upon date of issuance. It supersedes previous policy dated November 28, 2007.

PURPOSE

The purpose of this policy is to provide direction for the use of Individual Training Accounts (ITAs) for Workforce Investment Act (WIA) and American Recovery and Reinvestment Act (ARRA) Eligible Enrolled Customers (Participants), and establishes limits on the amounts authorized for training services and amends the routing and approval process for ITAs. It includes Recovery of WIA Tuition and Training Funds.

POLICIES AND PROCEDURES

WIA and ARRA participants must utilize the State's Eligible Training Provider List (ETPL) to select approved Occupational Training Providers.

WIA 15% Special Project participants are not required to use the ETPL. Non-WIA Customers eligible for training services will use the ETPL when required by sub-grant conditions.

Programs selected shall be connected to occupations in demand, based upon current labor market information. Training Provider programs shall lead to a certificate, competency, or skill recognized by employers.

ELIGIBILITY CRITERIA FOR TRAINING

1. A comprehensive assessment shall be used to evaluate participants to determine need and appropriateness of the proposed training. Participants must possess the skills and qualifications needed to successfully complete the training program in which they express interest. Vocational assessment (if necessary) should support the desired training for approval to be granted. If related education, training, and/or work history can be demonstrated a waiver may be provided.



Participants must possess a GED or high school diploma and an 8th grade reading and math comprehension level. Approval must be given by the Network to waive these requirements for specific occupational classroom training.

2. Participants must also demonstrate the following:

- Commitment to completing the identified training program
- Knowledge of the targeted demand occupation in the local area or proposed area of employment
- Knowledge of the job requirements and working conditions of the chosen career
- Knowledge of training courses available and pertinent performance and cost information
- The ability to meet the Training Provider's entrance requirements
- The identified training program is consistent with the Customer's Individual Employment Plan (IEP)
- Attendance at all required appointments

3. Participants with limited English skills will receive reasonable accommodations if the Training Provider can provide instructions in their native language. They must demonstrate that sufficient employment opportunities exist for this group at wages that meet self-sufficiency levels. Please refer to current year "Self-Sufficiency Standard Update" published by the WDB as an Information Bulletin annually.

USE OF INDIVIDUAL TRAINING ACCOUNTS (ITAs) FOR PARTICIPANTS

1. Participants who because of their skills or experience, should be referred immediately to training services when such training is necessary to develop the necessary skills required by employers in that occupation and/or industry.
2. Participants who are unable to obtain/retain employment through Intensive Services and who, after an interview, evaluation, or assessment, are determined to be in need of training, and have selected a program of services directly linked to occupations in demand in the local or regional area, may access training through ITAs.
3. Non-WIA Customers will be dependent on the specific non-WIA sub-grant conditions and contingent upon availability of funding.
4. Training services may include:
 - A. Occupational skill training including training for nontraditional employment
 - B. On-the-job training

- C. Programs that combine workplace training with related instruction
- D. Training programs operated by the private sector
- E. Skill upgrading and retraining
- F. Entrepreneurial training
- G. Job readiness training
- H. Adult education and literacy activities, including vocational English as a second language, provided in combination with subparagraphs (A) through (G), inclusive
- I. Business services, including, but not limited to, recruitment and staffing services, training and development, information and resources, outplacement services, and business retention.
 - A. ITA Scholarship is limited to \$8,500. A waiver may be authorized by the Workforce Development Officer to exceed the limit if deemed appropriate. Training services may include, but are not limited to, costs associated with registration fees, tuition, tools and supplies, books, tests, certifications, and uniforms.
 - B. Funds expended on a training program for any individual, whether that amount meets the maximum amount or not, shall be determined as fulfilling the training agreement for the customer.
 - C. Funds maybe used for training and related services for occupations located outside of the Local Area but in an area to which the job seeker is willing to relocate.

TRAINING PROGRAM IDENTIFIED

Participants in consultation with their Employment Specialist, will choose a training facility and specific program from vendors currently on the State's Eligible Training Provider List (ETPL) as required by the WIA. The Employment Specialist will be responsible for verifying both the Training Provider and selected training program are listed on the ETPL (if applicable).

Once a specific program has been chosen, the following steps shall occur:

- a. Customers must research current labor market information. Factors that affect the final decision on ITAs include but are limited to the following:
 - Labor Pool Needs
 - Key Industries
 - High-Growth Occupations

- Local Areas' need for workers in specific sectors or workers with other specific needs

ITA PROCESSING PROCEDURE

1. **ITA SCHOLARSHIPS:** Participants must have all ITA Scholarship paperwork, including the ITA Scholarship Application, completed and reviewed by their Employment Specialist.

Following the Employment Specialist's review, the following steps shall occur:

- a. The ITA Scholarship and ETPL printout (if applicable) must be submitted to the Program Supervisor for approval. The Program Supervisor will ensure that the Program Name, Program Code, Program Cost and Program Address/Location specified on the ITA Scholarship are consistent with the ETPL printout.
 - b. If approved by the Program Supervisor, the ITA Scholarship and Letter of Authorization is submitted to Financial Services Unit for clearance. Financial Services will ensure that a current Educational Agreement is in effect; procurement and purchase order requirements are met, and ensure the availability of financing. The network's Trustee assigns an ITA Scholarship Control Number, enters the data on the Scholarship Log, and sends the ITA Scholarship to the Workforce Development Officer for authorization.
 - c. When a new ITA Scholarship is authorized, the following forms referred to as ITA packet are to be retained and kept current by the network's Trustee for as long the School (Vendor) actively provide services to participants:
 - ITA Scholarship
 - Educational Agreement
 - W-9
 - Certificate of Insurance Including Endorsements and Special Risks
 - d. The network's Trustee will notify the Employment Specialist when the ITA Scholarship has been cleared and authorized and sends the training provider a cover letter and ITA. A copy shall be maintained in the Financial Services Unit.
 - e. Any change or addition to the training program must be documented on a modified ITA Scholarship and submitted for review and approval as outlined above.
2. **ITA INVOICES:** Training providers must send all their invoices, including attendance records, evaluations, certificate of completions, and all other supporting documents as agreed on the educational agreement to the Employment Specialist for review and verification.

Following the Employment Specialist's review, the following steps shall occur:

- a. The invoice and its attachments must be submitted to the network's Trustee for processing. The network's Trustee will enter the accruals on the Scholarship Log

and obtain signatures on a check request from the Program Supervisor and Workforce Development Officer for payment authorization.

- b. All checks will be sent directly to the training provider.

PRIOR TO RECEIPT OF ITA

1. Prior to receipt of an ITA, the availability of other financing for training services shall be exhausted, including Pell Grants and other grant assistance (excluding loans). The Employment Specialist will be responsible for documenting in the participant's e-file, if the Training Provider and selected training program qualify for financial assistance and, if so, ensuring the Customer has completed a Financial Aid Application. The eligibility/ineligibility for grant assistance of the Training Provider, training program and/or Customer must be documented in the customer's electronic file.
2. Participants that meet all applicable requirements must access their ITA forty-five (45) days from the date of issuance. Exceptions may be permitted due to unexpected circumstances that prevent the Customer from accessing the ITA (i.e., program scheduling constraints). Any gap in service shall be documented in the Customer's e-file.

TRAINING DURATION

Training duration will vary according to the customer's skills, the particular training component, and the employment goal. The following data indicates the approximate length of training for the various training components:

- Occupational Classroom Training: One (1) year.
- Skill Upgrade and Retraining: One (1) year or less.

ALTERNATIVES TO ITAs

The Network shall reserve the right to contract for services in lieu of an ITA under the following conditions:

- The training services program is for customized and on-the-job-training provided through an employer as defined by WIA, ARRA or other.
- The training services program is of demonstrated effectiveness offered in the local area by a community-based organization, or another private organization, to serve special participant populations that face multiple barriers to employment including one of the following categories:
 - a. Individuals with substantial language or cultural barriers
 - b. Offenders

- c. Individuals who are homeless
- d. Individuals with disabilities
- e. Other hard-to-serve populations that may be identified by the Governor

RECOVERY OF UNUSED WIA TRAINING MONIES

To ensure prompt return of any unused training monies, the Employment Specialist shall track the participant's monthly through Participant's Monthly Progress Reports. The Employment Specialist may acknowledge or determine and collect unused training monies when a refund is due for early termination of a participant's training. The Employment Specialist will promptly report all potential recoveries of unused training monies to their Program Managers and update the Customer's ITA and e-file. Refer to Educational Agreement for refund requirements for the training provider.

APPEALS PROCESS

Participants have the right to appeal if they are denied training. If they believe they have been unfairly denied access to training through an ITA, they may file an appeal using the published Pacific Gateway Workforce Investment Network's Customer Complaint Procedures.

REFERENCES

Workforce Investment Act of 1998 (WIA), Sections 122 and 134 (d) (4) (A) and (B)
WIA Section 185 (c) (3)
20 CFR Part 652, Sections 663.300 through 663.500 (et. al.)
20 CFR Part 663, Subpart D
29 CFR Part 97.37
WIA Directive WIAD04-4 Recovery of WIA Tuition and Training Funds
WIA Directive WIAD06-21 Workforce Training Act (SB 293) Implementation Guidance
WDB-06 Priority of Service Policy Memorandum
Pacific Gateway Workforce Investment Network Information Bulletin IB08-04
"Self-Sufficiency Standard Update"

CONTACT

Should you have any questions regarding this Policy Memorandum, please contact Cherie Gomez at (562) 570-4715, TTY (562) 570-4629

Thank you.
BSR:aw

Revised 07/01/09