

FINANCIAL AID COORDINATION AGREEMENT
Pell/HOPE POLICY

1. Scope: The Workforce Investment Act requires coordination with Educational Institutions which also provide financial assistance under Title IV of the Higher Education Act and under the HOPE Scholarship Program.
2. Policy: It is the policy of the WIB to coordinate WIA training funds with Pell and HOPE funding. All participants must apply for Pell and HOPE funding, if eligible. Participants should make these applications as soon as a school is selected, Participants may begin training while these applications are in process. This policy does not include student loans.
3. Implementation: This policy applies to those applicants who are seeking assistance for funding for schools which provide financial assistance under Title IV of the Higher Education Act and the Georgia HOPE Scholarship Program. If Pell or HOPE funding is denied, documentation of the denial must be included in the applicant's file.

All WIB contracts with educational institutions contain the Financial Aid/WIA
Coordination Requirement.

If a participant received funds from WIA and financial aid (including loans), the Career Advisor must document coordination efforts with the school's financial aid office. The Career Advisor will give the release form to the applicant/participant to sign and give it to the Financial Aid Officer. Once the financial aid has been awarded, the financial aid office should notify the applicant of the approval, and the applicant will notify the Career Advisor. The Career Advisor will complete the following sections of the Cost of Attendance (COA); student name, educational institution, WIA funds to be applied, and WIB statement of commitment. The Financial Aid Officer will complete the cost of attendance items and identify how the financial aid will be applied. The Career Advisor and Financial Aid Officer will sign the form when complete.

The training institution should complete the balance of the form as soon as possible, but no later than 30 days after an individual has been accepted for enrollment by the educational institution and the amount of the award can be determined. A copy will be transmitted to the WIB and the Career Advisor and included in the applicant/participant file as part of the documentation for the Customer Service Plan

The worksheet will be revised and transmitted to the Career Advisor within seven (7) days if the Financial Aid Officer makes any changes in the student's financial aid calculation which will impact the WIB's funding commitment.

The Career Advisor shall provide a list of enrolled WIB participants and their dates of enrollment in WIA/financial aid eligible courses after the beginning of each quarter.

All applicants for WIB services should be informed that WIA is one of many funding sources that may be available to them. If the participant is interested in training at a college or vocational technical school, they should also apply for Pell and HOPE funds, unless they provide a valid reason to their career advisor as to why they would not be eligible for such funds. Examples of valid reasons are as follows:

- ✓The participant has a college degree and is seeking funds to complete a second degree at a college.
- ✓ The participant has a previous student loan which is in default.
- ✓The participant is seeking funds to complete a degree, does not have a B average, and their family income is over the limit for Pell.

The participant file should include information that the participant is not eligible for Pell and HOPE, either using the notice from financial aid, or the participant's self-attestation.

4. Book Allowances: Those enrolled with vocational technical schools and colleges and universities must apply for the HOPE book allowance.

SECTION VI

Certification Process for Eligible Training Programs/Providers

CERTIFICATION PROCESS FOR ELIGIBLE TRAINING PROGRAMS/PROVIDERS

Introduction:

The Workforce Implementation Act Sections 122(a) and 134 (d) (4), 20 CFR Parts 652 and 660 et al, and the Workforce Investment Act of 1998 (WIA), emphasize informed customer choice, system performance, and continuous improvement. WIA mandates local Workforce Investment Boards (LWIBs) to identify training service providers at the local level, whose performance qualifies them to receive WIA funds to train job seekers, based on minimum criteria established by the Governor. This premise builds on the following three guiding principles:

- Customer empowerment to choose the program of training or education they need supported by information to foster good choices;
- Increased accountability and quality among providers; and
- Strong state and local partnerships to ensure quality training options and accuracy of information for the customer.

These guiding cornerstones are designed to foster a competitive market which affords customers the best choices for training and ensures premium services and information that will lead to a strong provider marketplace.

Local WIBs shall develop a system of Individual Training Accounts (ITA) whereby adults and dislocated workers who have been determined to need training will have freedom of choice to select and access qualified training with an Individual Training Account. - Federal regulations do not establish the procedures for making payments, restrictions of the duration or amounts of the ITA, or policies regarding exceptions to the limits, but provide that authority to the state or local boards. The regulations do state that this authority to restrict the duration of ITAs or to restrict funding amounts should not be used to establish limits that arbitrarily exclude eligible providers.

The State's Eligible Provider List (EPL), with accompanying performance, cost and labor market information, will be disseminated to all local areas via Internet and hard copy means. This list and related information are the primary components of the State's "Consumer Report" system that supports informed customer choice. Adults and dislocated workers eligible to receive training services under Title I of WIA will have the opportunity to select any of the eligible providers/programs from any of the local areas in the State that are included on the State's eligible provider list within the parameters set by the local area. This list will also be made available to employers who need training for its employees.

Initial Eligibility of Providers:

To be initially eligible to receive funds as an eligible providers of training services, providers may apply for programs certification under two categories.

Initial Automatically Eligible Providers: In order to receive adult and dislocated worker funds under the first category, prospective providers must meet the following criteria:

- A Post-Secondary educational program that is (a) eligible to receive funds under Title IV of the Higher Education Act of 1965 and (b) provides a program that leads to an Associate Degree, Bachelor's Degree or Certificate; or
- Carries out programs under the National Apprenticeship Act of 1937.

Providers and their programs that are eligible to apply for certification under category one (initially automatically eligible) include universities, colleges, community colleges, some vocational-technical schools, some proprietary schools and apprenticeship programs registered with the Bureau of Apprenticeship Training, U.S. Department of Labor.

Other initially eligible providers described in Section 122, including public or private providers of a program of training services, will be required to submit an application to the local WIB according to requirements as determined by the Governor. Providers that are eligible to apply for certification under category two are:

- Public and private providers of a program of training services, which includes entities such as vocational-technical schools, community-based organizations (CBOs), private training companies, labor organizations, employer organizations, private individuals and entities that provided training under JTPA;
- A post-secondary educational institution wishing to receive training funds for programs which do not lead to an associate or baccalaureate degree or certificate or are not funded under Title IV of the Higher Education Act of 1965;
- An apprenticeship program wishing to receive training funds for a program not registered with the Federal Bureau of Apprenticeship Training; or
- A local WIB that has applied for and been granted a waiver by the Governor as outlined in Section 117 of the Act.

Initial Eligibility of Providers - Application Process [Act. Sec. 134(dX4)(D); Regs. Sec. 663.300 & 663.515 (a)(b)(c)]: Local Boards are responsible for developing and implementing procedures for the local solicitation of all providers, including public notice, announcements, bidders conferences, etc. including a request for performance information on all students enrolled, services to special populations, evidence of training in growth occupations, etc. At the discretion of the local WIB, it may also solicit training providers from outside the local area, including other states. The local WIB will be responsible for ensuring that the training

providers have access to the forms for making application and to a list of demand occupations for its area and will make every effort to regionally coordinate such application activities with adjacent local WIBs. Training should be in occupations in demand in each local area.

NOTE: Programs of study, not providers, will be certified through this process. All prospective training providers must submit an application, past performance and cost information covering each individual program or course of study to be offered. A program of study includes:

- One or more courses or classes that, upon successful completion, leads to a certificate, diploma, associated degree or bachelor's degree; or
- A competency or skill recognized by employers; or
- A training regimen that provides individuals with additional skills or competencies generally recognized by employers; or
- Resident, correspondence or telecommunication instruction to prepare individuals to pursue a field of study based on customer choice.

The following list of training services is not all inclusive and additional training services may be provided. All proposed training services must be certified in order for WIA-eligible clients to enroll:

- a. Occupational skills training, including for nontraditional employment;
- b. Programs that combine workplace training with related instruction, which may include cooperative education programs;
- c. Training programs operated by the private sector,
- d. Skill upgrading and retraining;
- e. Entrepreneurial training;
- f. Job readiness skills; and
- g. Adult education and literacy activities provided in combination with any other training services outlined above

The application must contain the following verifiable program-specific performance and descriptive information:

- Actual number and completion rates for individuals in the applicable proposed programs;
- Actual number and percentage of individuals participating in applicable programs who obtained unsubsidized employment;
- Percentage of individuals who obtained employment in an occupation related to the training;
- Average wage at placement;
- Program Costs (tuition, fees and other related costs, which include, but are not limited to, books, tools, clothing and equipment); and
- Credentials, certification, accreditation, etc.

~~For non-public post-secondary educational institutions not approved by the Georgia Nonpublic Postsecondary Education Commission (GNPEC) at the time of initial eligibility evaluation, a one-time waiver of such approval may be granted due to the lengthy approval process involved. However, educational institutions granted waivers must attest to the local WIB that they have initiated the GNPEC approval process and recognize that such approval will be necessary - along with other factors - for subsequent inclusion on the approved statewide ITA list.~~

During the initial and subsequent training provider evaluation processes, local WIBs will develop and implement procedures to verify past performance as submitted by proposers. The processes to be used may include (but not limited to) obtaining copies of performance reports from accrediting/licensing entities or peer local WIBs, contacting a sample of past students or conducting on-site pre-award visits.

Additionally, if a training provider does not have the capability to provide required performance data by program of study at the time of initial eligibility evaluation, it must provide aggregate data that is available for the most recent two full years and must provide written justification for the missing data. The provider must also indicate how it will track and record data necessary for re-certification. The local WIB must also document its reasons for waiving the performance data requirements.

"Initial Automatically Eligibles": As described in Section 122, "initial automatically eligible", post-secondary educational institutions eligible to receive Federal funds under Title IV of the Higher Education Act of 1965 which provide programs that lead to an associated degree, baccalaureate degree or certificate or an entity that carries out National Apprenticeship Act programs shall submit an application to the local board for the local area in which the provider desires to provide training services. Initial applications should include, at a minimum, a course catalog that describes each program of training services, as defined in CFR 663.508, that leads to a degree, certificate or competency recognized by an employer, fee schedules and documentation of organizational certification. Local Boards may request additional information as it they may require, including such items as performance information on all students enrolled, completion rates, employment rates and wages at employment. Information on services to special populations and evidence of training in growth, occupational specific employment may also be required.

"Initial Non-Automatically Eligibles": In order to receive adult and dislocated worker funds under the second category, prospective "non-automatically eligible" providers must meet eligible provider criteria established by the Governor. The Georgia Department of Labor will be responsible for eligibility certification of providers and their programs applying under the second category, in consideration of local WIB recommendations.

Limitation on Initial Eligibility: [Regs. Sec. 63.530]

Initial eligibility will be granted for a 12-month beginning July 1, 2000. Training providers, whose programs are certified during the 12-month initial eligibility period, will remain on the statewide approved list until June 30, 2001, unless otherwise removed for cause as described as follow.

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Review and Certification Process: [Ref. Regs. Sec. 663.515(d)]

Upon a determination by the local WIB that a responsive application received by the local WIB does not meet the eligibility requirements set forth in the WIA and the Interim Final regulations dated April 15, 1999, the WIB must issue a denial notice within thirty (30) calendar days. A notice will be required which identifies each specific training program being denied. The denial must clearly identify the program being denied and the specific reasons for the denial. The denial notice must also advise the training provider of its right to appeal the local WIB's decision within 30 calendar days of the date of the denial (see Local Appeal Process) .

A non-automatically eligible training provider (as described previously) may be denied certification for a training program for the following reasons:

1. The application is not complete or is not submitted within required time frames;
2. Performance data is not included with the application;
3. Performance data does not meet minimum LWIB and State standards;
4. Inaccurate information regarding a program is intentionally supplied; or
5. Training programs do not support the demand occupation for the area.

The requirement for performance data may be waived by the local WIB upon showing of good cause. "Good cause" may include:

1. The training program is new and data on past performance is not available;
2. Only partial performance data is available (either type of data or number of years);
3. Collection of data will cause excessive costs and/or hardship for the training provider during the initial period. Provider must develop such requisite performance data for subsequent eligibility consideration; or
4. Other reasonable circumstances that may cause data to be unavailable.

In cases where a local WIB has received an application from a 'new training provider that proposes a quality, training program design, exhibits demonstrated staffing and financial capability, but lacks past performance in the program of study, contingency approval of limited slots may be granted in accordance with local policy.

Each local WIB must submit its recommended list of potential programs/providers to the GDOL for review. Within 30 calendar days of receipt of these local recommendations, GDOL will review, determine, certify and publish each program and/or course of study initially eligible to furnish training services to WIA-eligible participants.

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Subsequent Eligibility Determination: [Ref. Act Sec. 122(c); Regs. Sec. 663.535]

~~LWIBs will develop procedures to determine eligibility of providers to receive funds after an initial period of eligibility, in accordance with standards established by the Georgia Department of Labor. The process shall include submission of performance information and program cost information for individual programs of training. To continue to receive funds, providers will be responsible for annually meeting minimum annual performance levels established by state and local boards on a program by program basis. All providers of a program of training services are subject to subsequent eligibility procedures for each program for which re-certification is sought. These procedures are as follows:~~

Eligibility Status

In order to remain eligible to provide training services, service providers must submit and meet performance levels on an annual basis. To maintain eligibility status, training providers must submit to the local WIB, at such time, in such a manner and containing such information as the local WIB may request to adequately prepare the local WIB's, performance information for each training program for which continued eligibility is being sought .

All training provider lists, including the local WIB's statement of eligibility determination, must be submitted to the Georgia Department of Labor no later than 30 calendar days from receipt of the information by the local WIBs. In determining subsequent eligibility status, local WIBs must take into consideration the following elements: [Ref.. Regs. Sec.663.535(f)(1)(2)]

- 1 .Specific economic, geographic and demographic factors in the local area for which providers are seeking continued eligibility; and
- 2.Characteristics of the populations served, including demonstrated effectiveness in serving these populations.

Performance Information

The following verifiable program-specific information must be completed and submitted for all students, as well as WIA students, in each applicable program in order to retain eligibility status. Minimum acceptable levels of performance will be developed after state performance is negotiated with the United States Department of Labor and the local performance standards are negotiated with the local WIB. {Ref Regs. Sec. 663.540}

All students including WIA students:

- Completion rates for all individuals participating in the applicable program;
- Percentage of all individuals participating in the program who obtained unsubsidized employment;

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- Percentage of all individuals participating in the program who obtained unsubsidized

employment in an occupation related to the program; and
Wage at entered employment.

WIA Students:

- Percentage who completed the applicable program and placed in unsubsidized employment;
- Retention rates in unsubsidized employment of participants who completed the applicable program(6) months after the first date of employment;
- Wages received by participants six (6) months after the first-day of employment; and
- Rates of licensure or certification, degree attainment of academic degrees orequivalents, or attainment of other measures of skills of the graduates of theapplication program.

Program Costs: [Ref. Regs. Sec. 663.540]

Tuition, fees and other related costs, which may include, but are not limited to, books,tools, clothing and equipment.

Supplementary Information: [Ref.. Regs. Sec. 663.540(d)]

]Local WIBs may accept program-specific performance information, consistent with the requirements for eligibility under Title IV of HEA from a provider, if the information issubstantially similar to the information otherwise required.

Insufficient Performance Information

During "subsequent" training provider solicitations, the requirement for performance datamay be waived by the local WIB upon the showing of good cause by a proposer, but only ifthat proposer had not previously been granted a waiver. Those previously granted such awaiver will be held to their prior attestation to develop systems necessary to track andreport program-specific performance data. For others, "good cause" may include:

1. The training program is new and data on past performance is not available;
2. Only partial performance data is available (either type of data or number of years);
3. WIA specific data for re-certification is not available because insufficient time haselapsed to have completers; or
4. Other reasonable circumstance that may cause data to be unavailable.

If the training provider does not have the required performance data, it must provide the data that is available for the most recent full two years and must provide written justification for the missing data. The provider must also indicate how it will track and record data necessary for re-certification. The local WIB must also document reasons for waiving the performance data requirements.

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Upon a determination by the local WIB that an application submitted by a training provider does ~~not meet the subsequent eligibility requirements set forth in the Act and corresponding federal regulations~~, the WIB shall issue a denial notice within (30) calendar days of receipt of a completed application. A notice will be required which identifies each specific training program being denied. The denial must clearly identify the program being denied and the specific reasons for the denial. The denial notice shall also advise the training provider of its right to appeal the local WIB's decision within 30 calendar days of the date of the denial. (see Local Appeal Process Section.)

Submissions

Each local WIB must submit its subsequent list of potential programs/providers to the Georgia Department of Labor within 30 calendar days of receipt of the application. Within 30 calendar days of receipt of these local recommendations, the Georgia Department of Labor will review, determine and re-certify each program and/or course of study initially eligible to furnish training services to WIA-eligible participants.

Publication of List

Training providers will have tentative local approval upon acceptance and approval of the program application by the local WIB. Training providers will appear on the statewide list after the Georgia Department of Labor verifies the eligibility, or 30 days have elapsed, whichever occurs first. As new programs are submitted and approved throughout the year, the statewide list will be updated on an ongoing basis. If the program is found to be ineligible for the statewide list, the local WIB will cease to approve additional Individual Training Accounts for that program..

Identification and Maintenance of Eligible Provider List: [Ref .Act.Sec.122 (e)(1)(2); Regs.Sec. 663.510; 663.550; 663.555]

A. Local Level

The local WIBs, via their one-stop delivery system, will provide job seekers, employers, and other interested individuals direct access to a comprehensive list of career, education and training information in automated (preferably) or paper format .

B. State Level

The Georgia Department of Labor will be responsible for the development, operation and maintenance of the statewide Internet-based eligible training provider list and certified programs. This list will contain specific consumer information for each certified program. Providers may also be removed under the following conditions:

1. If inaccurate information regarding a program is intentionally supplied to the local WIB or Georgia Department of Labor, a termination of eligibility will occur. The termination will remain in effect for a minimum of one (1) year;
2. If the local WIB or Georgia Department of Labor determines that an eligible

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- provider. has substantially violated any requirements under the Act, the providers must commence corrective action as deemed appropriate;
3. Failure to reapply under subsequent eligibility procedures. If training providers do not reapply, they will be removed from the list; or
 4. If a provider fails to meet or exceed minimum established local and State performance levels, the provider's eligibility to receive funds may be suspended by the Georgia Department of Labor, after consultation with the local WIB, for a period of not less than one (1) year.

Consumer' Report System: (Ref.. Regs. Sec. 663.570]

A. Report System

The consumer report system will contain information necessary for adults and dislocated workers to choose a program of training services. Such factors may include, but are not limited to overall performance, performance for significant customer groups which includes wage replacement rates for dislocated workers, performance of specific provider sites, current information on employment and wage trends and projections and duration of training programs.

B. Report Card

The consumer report card data base will have direct access or links that easily identify a variety of providers by geographic region, types of training, occupational areas, provider credentials, costs, etc. These profiles will detail information about the character of the institution and provide a wide variety of career education and training options.

Compliance Requirements: [Ref.. Act Sec. 122(f)(1); Regs. Sec. 663.535]

Accuracy of Information: Local WIBs are responsible for determining subsequent eligibility of its training programs/providers. Training providers should deliver results and provide factual information in order to retain eligible training provider status. After consultation with the local WIB, if it is determined that a certified provider or individual(s) supplying information on behalf of the provider intentionally supplies inaccurate information, the provider's eligibility to receive funds shall be terminated by the Georgia Department of Labor for a period of not less than one (1) year.

Non-Compliance: [Ref . Act Sec. 122((f)(2); Regs. Sec. 663.656] Each training provider determined to be in violation of any of the requirements of the Act, may, in consultation with the local WIB, have its eligibility to receive funds terminated until a corrective action plan is received and approved by the Georgia Department of Labor. Corrective Action Plan: A corrective action plan (CAP) must be developed by the training provider in consultation with local WIB staff. The local WIB will submit the CAP to the Georgia Department of Labor as part of the re-application process. The CAP should contain the following:

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~~A. Circumstances. The description should indicate the specific circumstances, i.e., violations of the Act, inaccurate information, performance, etc.~~

B. Corrective Action Steps: Specific steps that have been taken to correct the situation should be described. This includes procedural changes that corrected the deficiency, technical assistance and/or meetings with appropriate local and/or state officials. Local WIB staff must submit, as part of the CAP, an outline describing how designated local WIB staff will document implementation of the training provider's CAP.

Repayment: [Ref. . Act Sec. 122(f)(3); Regs. Sec. 663.565(a)(3)] Providers determined to have intentionally supplied inaccurate information or to have subsequently violated any provision of Title I of WIA or the supporting federal regulations may be removed from the statewide eligible provider list. A provider whose eligibility is terminated under these conditions shall be liable to repay all adult and dislocated worker training funds received during the period of non-compliance from non-Federal funds.

Appeal Process: [Ref. Act Sec. 122(g); Regs. Sec.663.565(b)(4) and Sec.667.640(b)(1)(2)(3)]

A. Denial of Training Programs by Local WIB

1. Local Level Review: 667.640(b)(1)(2)(3)

Upon rejection of a proposed training program by a local WIB, the training providers will have 30 calendar days from the mailing of the denial notice in which to file an appeal to the local WIB. The request for appeal must identify the program which was denied and the reasoning for the appeal. Training providers entering an appeal should be prepared to document a specific factor (e.g., conflict of interest, nepotism, procedural non-adherence, etc.) which put the aggrieved training provider at a competitive disadvantage. Training providers should not appeal simply because they believe their program to be superior to the ones selected.

The local WIB must issue a decision within 60 calendar days after the appeal was filed. If the training provider is not satisfied with the local WIB decision, an appeal may be filed with the Georgia Department of Labor, serving as the Governor's authorized representative.

2. State Level Review:

The Commissioner of the Georgia Department of Labor shall act as the Governor's authorized representative. The training provider will have 10 calendar days from the date of the local WIB decision on the appeal to request review by the Commissioner. All appeals must be forwarded in writing, to the following address: Commissioner, Georgia Department of Labor; Room 600, Sussex place; 148 International Blvd., NE; Atlanta, Georgia 30303.

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The request must identify the program which was denied and the reason for the appeal, and must include a copy of the local WIB's decision. Training providers entering an appeal at the state level must be prepared to document a specific factor (e.g., conflict of interest, nepotism, procedural non-adherence, etc.) which put the aggrieved training provider at a competitive disadvantage. Training providers should not appeal simply because they believe their program to be superior to the ones selected.

The Commissioner will conduct a review of the complaint, schedule a hearing if the grievance factors so warrant and issue a decision within thirty(30) days from the date of receipt of the review request. Attempts at informal resolution may proceed during the 30-day period between the filing and hearing of the grievance and prior to the rendering of a decision on the grievance. If a hearing is warranted, the training provider will be notified of the date, time and place where the hearing will be conducted and a decision will be issued. The decision rendered by the Commissioner, as the Governor's authorized representative, will be final.

B. Denial of Training Programs by the Georgia Department of Labor

Upon rejection of a local WIB-recommended training program by the Georgia Department of Labor, the training provider will have 10 calendar days from the date of the GDL decision to request review by a hearing officer. All appeals must be forwarded in writing, to the following address: Commissioner, Georgia Department of Labor, Room 600, Sussex Place; 148 Andrew Young International Blvd., NE; Atlanta, Georgia 30303.

The request must identify the program which was denied and the reason for the appeal, and must include a copy of GDL's decision. Training providers entering an appeal at the state level must be prepared to document a specific factor (e.g. conflict of interest, nepotism, procedural non-adherence, etc.) which put the aggrieved training provider at a competitive disadvantage. Training providers should not appeal simply because they believe their program to be superior to the ones selected.

After a written request for a formal hearing is received, the Commissioner will schedule a hearing if the grievance factors so warrant and the complainant(s) will be given written notice of the date, hour, place of the hearing, and of the manner in which the proceeding will be conducted and the issues to be decided upon, based on. the complaint or grievance outlined in the written request. Hearing officers who are independent of the GDL will be responsible for conducting the hearing.(Hearings may also be held by committee - applicant may meet with an appeal committee. One member of the appeal committee may be a state WIB member.)

Prior to the hearing, the complainant(s) will be given the opportunity to:

- Withdraw the request for a hearing, in writing;

- Request a re-scheduling of the bearing for good cause;
- Bring witnesses and documentary evidence;
- Have records and documents produced; and
- Question any witness or party to the case.

Hearings on any grievance filed must be conducted within thirty (30) days of such filing. Decisions shall be made not later than sixty (60) days after the filing of a complaint. Attempts at informal resolution may proceed during the 30-day period between the filing and hearing of the grievance and prior to the rendering of a decision on the grievance. The decision rendered by the Commissioner, as the Governor's authorized representative, will be final.

C. Suspension and/or Termination of Currently Approved Training Program

Upon suspension and/or termination of a currently approved training program by the Georgia Department of Labor for reasons as stated previously in section xx, the training provider will have 30 calendar days in which to submit an appeal to the Georgia Department of Labor. The appeal process will be the same as described in section "B" above.

Exceptions to the ITA Certification Process: [Ref . Act Sec. 122(h); Regs. Sec. 663.595]

Providers of OJT and/or customized training are got subject to the requirements outlined in Section above, which requires the submission and certification of an ITA application.

Agreements between local WIBs and employers for the purposes of OJT and customized training may be executed on a non-competitive basis. However, contracted brokers of OJT and customized training must be procured in accordance with the Section 667.105 of Federal Regulations and all other applicable State and local laws.

A. On-the-Job Training (OJT)

1. OJT is provided by an employer in the public, private non-profit or public sector. A contract may be developed between the employer and the local program that provides occupational training for WIA participants for reimbursement up to a maximum average of 50% of the wages actually paid to participants.
2. The local program shall not contract with employers who have previously demonstrated a pattern of failing to provide OJT participants with continued long-term employment with wages, benefits and working conditions equivalent to those provided to regular employees who have worked the same length of time and performed the same type of work.
3. OJT contracts shall be limited to the period of time required for the participants to become proficient in the occupations for which training is being provided. In determining the length of the contract, consideration should be given to the skill requirements of the occupation, academic and occupational skill level of the participants, prior work experience and the participants individual employment plan.

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B. Customized Training (CT)

- _____ 1. Customized training is designed to meet special requirements of the employer, conducted with a commitment by the employer to employ or continue to employ individuals upon successful completion of training. The employer pays 50% of the cost of training.

Employer Eligibility Local WIBs are prohibited from contracting for OJT and CT services with employers that have demonstrated a history of failure to provide OJT/CT participants with continued, long-term employment. Additionally, OJT/CT participant's wages, benefits and working conditions must be equal to those provided to regular employees with similar length of services and duties. Local WIBs must develop and apply local policy to ensure adherence with these requirements.

Local WIBs will collect performance information as outlined above, determine whether the providers meet the required performance criteria, and disseminate information identifying exempt training providers.

Selection' of Eligible Youth Activities Providers: [Ref.. Act, Sec. 117(h), 123; Regs. Preamble, Sec. 664.510]

Providers of youth activities are not subject to the Training Provider Certification process and are not eligible to provide training through the receipt of Individual Training Accounts. Local WIBs must identify eligible providers of youth activities based on recommendations of the local Youth Council and competitively award grants or contracts in accordance with the Section 667.105 of Federal Regulations and all other applicable State and local laws.

Award determinations shall take into consideration the following:

- Adequate financial resources or the ability to obtain them;
- Ability to meet the program design specifications at a reasonable cost, as well as the ability to meet performance goals;
- A satisfactory record of past performance;
- A satisfactory record of integrity, business ethics, and fiscal accountability;
- Necessary organization, experience, accounting and operational controls; and
- Technical skills to perform the work.

Criteria used to award youth grants should give preference to proposals that:

- Offer a broad range of programmatic offerings;
- Focus on assisting youth in acquiring a high school diploma, tutoring, study skills training and dropout prevention and alternative school services;
- Expose youth to the world of work, applying what they learn to work based experiences :summer employment, paid and unpaid work experiences and occupational skills training;

- Ensure adequate support for youth in meeting their career goals, supportive services, adult mentoring, follow-up and comprehensive guidance and counseling,
- Offer preparation for post secondary opportunities and employment;
- Provide linkages between academic and occupational learning;
- Encourage leadership development, which includes positive social and soft skills training;
- Have strong connections with local job market information. and employers; and
- Where available and applicable, the Consumer Report Card system will be used to select the providers with the most effective programs.

Sole source procurement (solicitation of a proposal from only one source, the funding of an unsolicited proposal, or after solicitation of a number of sources, when competition is documented to be inadequate) shall be minimized to the extent practical. In every case, the use of sole source justification should be documented in the grant award records. This type of procurement shall be used only when the award of a grant is not feasible under competitive proposals and one of the following circumstances applies:

- o The item or service is available only from a single source, or the provider has a unique capacity to provide the service; and
- o The public exigency or emergency need for the item or service does not permit a delay resulting from competitive solicitation; and
- o After solicitation of a number of sources, competition is determined inadequate.

In accordance with Section 129(b)(2)(A) of the Act and Section 665.200(b)(4) of the Interim Final Regulations, the Georgia Department of Labor will compile and disseminate a list of eligible youth providers, via its automated statewide listing.

Definitions :to be added

SECTION VII

Eligible Provider/Program List Consumer Report Card Format WIB-Based Access

Georgia's WIA Eligible Provider/Program List
"Automatically" Eligible ITA Training Providers/Programs

In accordance with the Workforce Investment Act (WIA), eligible providers of training service sare those entities eligible to receive WIA funds pursuant to section 134 (d)(4)(C) of the Act for the provision of training services to eligible customers. To be initially included to receive adult and dislocated worker funds under the first category as an "Initial automatically eligible" training provider, prospective providers must meet the following criteria:

- Post-secondary educational programs that are (a) eligible to receive funds under Title IV of the Higher Education Act of 1965 (HEA) and (b) provide programs that lead to an Associate Degree, Bachelor's Degree or Certificate; and
- Programs under the National Apprenticeship Act (NAA) of 1937.

The institutions and their respective degree/certificate courses of study that meet these eligibility requirements are as follows (on following page):

Statewide Training Providers

Abraham Baldwin Agricultural College
Ace CDL Training, Inc.
Advance Healthcare Enterprises, Inc
Advanced Career Training (Atlanta)
Advanced Career Training (Morrow)
Advanced Technology Group (ATG)
Afria Medical Institute, Inc.
Albany State University
Albany Technical College
Alpha Nursing Training Institute
Altamaha Technical College
AMDG, Inc.
American Professional Institute
America's Driving Force of Georgia, Inc.
Appalachian Technical College
Armstrong Atlantic State University
Assured & Associates
Athens Technical College
Atlanta Broadcast Institute
Atlanta General Education Center, Inc.
Atlanta Metropolitan College
Atlanta Peach Court Reporting School, LLC
Atlanta Technical College
Atlanta Truck Driving School, Inc.
Atlanta Urban League, Inc. Trn. & Workforce Development
Atlantic CDL Training Center, LLC
Augusta State University
Augusta Technical College
Avionce Mortgage Consulting Services, Inc.
Bainbridge College
Brunswick Plumbers & Pipefitters JATC Local 177
C N A Academy
C N A Nursing School of Calhoun
Caregiver Solutions Training Institute, LLC
Casey & Son Horseshoeing School & Clinic
CDL of GA, LLC
Center for Progressive Training
Center of Industry & Technology
Central Georgia Technical College
Chattahoochee Technical College
Clayton State University
CNU Medical Institute
Coastal Plains RESA

College of Coastal Georgia
Columbus State University
Columbus Technical College
Community Works, Inc.
Coosa Valley Chapter American Red Cross (Bartow)
Coosa Valley Technical College
Covenant C.N.A. School
CSRA Electrical JATC
D & E, A Financial Education & Training Institute (Forest Park)
D & E, A Financial Education & Training Institute (Tucker)
Dalton State College
Daly's Truck Driving School
Darton College
DeKalb Technical College
Dominion Healthcare Solutions
Dover Training Institute
Dreammakers Construction & Consultants
East Central Technical College
East Georgia College
Education & Career Resources of Georgia
Ellenwood Academy
Emmanuel College
Emory University - Professional Learning Program (Continuing Education)
Endurance 4U Health Care & Training School
Excel International Medical/Dental School
FAKS Allied Health Education Center
First Step Health Agency
Flint River Technical College
Fort Valley State University
Gainesville State College
Georgia College & State University
Georgia College & State University (Macon)
Georgia College & State University (Warner Robins)
Georgia Driving Academy, Inc.
Georgia Gwinnett College
Georgia Highlands College
Georgia Institute of Technology
Georgia Perimeter College
Georgia School of Construction
Georgia Southern University
Georgia Southwestern State University
Georgia State University
Global Support, Inc.
Goodwill Industries of Middle Georgia & CSRA
Goodwill Industries of the Chattahoochee Valley

Goodwill of North Georgia
Gordon College
Great Southern Driving Academy
Griffin Technical College
Gwinnett College (LTT Enterprises)
Gwinnett Technical College
Healthex Care Learning Center
Heart 2 Heart Training Academy
Heart of Georgia Technical College
Independent Electrical Contractors
Interactive College of Technology
Iverson Business School & Court Reporting
Javelin Technical Training Center (Marietta)
Javelin Technical Training Center (Morrow)
Javelin Technical Training Center (Northlake)
Johnco Institute, LLC
JTPL Medical Coding/Billing Center
Katlaw Truck Driving School (Austell)
Kennesaw State University
Kennesaw State University Continuing Education
Lanier Technical College
Laureate Training Center
Laurus Technical Institute (Decatur)
Laurus Technical Institute (Jonesboro)
Lezcano Bennett Choi University, LBC Universidad
Life University
Lloyd Xavier Medical Training Institute, Inc.
Lovelace Training & Development Center
Macon Electrical JATC
Macon State College
Malix College of Medical & Computer Technology
Masonry Association of Georgia, Inc. - Apprenticeship
McDonough Health Careers Institute, LLC
Medical College of Georgia
Medix School
Mercer University (Macon)
Mercer University, Lithia Springs Campus
Middle Georgia College
Middle Georgia Technical College
Moultrie Technical College
National Medical Academy
New Horizons Medical Institute - Winder
New Horizons Medical Institute-Norcross
New Horizons, CLC
North Georgia College & State University

North Georgia Technical College
North Metro Technical College
Northeast Georgia RESA
Northwestern Technical College
Oconee RESA
Ogeechee Technical College
Okefenokee Technical College
OmniTech Institute
On-Site Computer Training
Piedmont College
Premier Systems and Training, Inc.(PST, INC.)
Professional Nursing Care Med. Inst./Mentee Med. Ins.
RADIUMSOFT, Inc.
Sandersville Technical College
Savannah Electrical JATC
Savannah Plumbers & Pipefitters, HVAC Local 188
Savannah River College
Savannah School of Massage Therapy
Savannah State University
Savannah Technical College
School of Adaptive Computer Training (Atlanta)
South Georgia College
South Georgia Technical College
South University
Southeast Lineman Training Center
Southeastern Carpenters Training Trust - Macon Training Center
Southeastern Technical College
Southern Polytechnic State University
Southern Training Institute, Inc.
Southwest Georgia Technical College
Step One Health Agency
Swainsboro Technical College
Technology Center, Inc.
Tender Care Training School
Thomas University
Tommy Nobis Center
Triality, Inc. (DBA Triality Software Training)
Truck Driver Institute, Inc
United Medical and Business Institute, LLC (UMBI)
University of Georgia
University of West Georgia
Valdosta State University
Valdosta State University (Kings Bay Naval Base)
Valdosta Technical College
Waycross College

Wesleyan College
West Central Technical College
West Georgia Technical College
Woodruff Medical Training & Testing, Inc.
World Outreach Medical Institute
Ycarte Health Career Center

"Other" Eligible ITA Training Providers/Programs

To receive adult and dislocated worker funds under the second category as an "other eligible" training provider, institutions must meet the below described criteria along with criteria established by the State and local WIBs.

- Public and private providers of a program of training services, which includes entities such as vocational-technical schools, community-based organizations (CBOs), private training companies, labor organizations, employer organizations, private individuals, entities that provided training under JTPA and Local Boards who meet the conditions of WIA section 117 (f)(1);
- A post-secondary educational institution wishing to receive training funds for a program(s) which do not lead to an associate or baccalaureate degree or certificate or are not funded under Title IV of the Higher Education Act of 1965; and
- An apprenticeship program wishing to receive training funds for a program not registered with the Federal Bureau of Apprenticeship Training.

The institutions and their respective degree/certificate courses of study that meet these eligibility requirements, have been recommended by a local WIB and certified by GDOL are as follows

SECTION VIII

GDOL & PEER STAFF TECHNICAL ASSISTANCE RESOURCE LIST

GDOL - Training Provider Selection TA Schedule

The following is a list of currently scheduled local and regional technical assistance events which address activities related to the WIA training provider selection and contractor process. These technical assistance venues are open to peer partner agencies, local area staff, prospective training providers, etc., as noted.

TA Event & Sponsor	Location & Date	Suggested Attendees

Training Provider Selection–TA Request Form

TO: GDOL–XXX Division Technical Assistance
 FROM: Organization
 Name/Title of Requester Local Area (s): #/Name

Technical Assistance Requested	
Signature:	Date:

GDOL USE ONLY

Request Temporarily Held/Diverted []	
Reason for Hold/Diversion:	
GDOL Signature:	Date:

Request Accepted[]	
See Technical Assistance Record Form in local area file.	
GDOL Signature:	Date:

SECTION IX

Training Provider Selection System Question & Answer Series

Questions and Answers Related to WIA Training Provider Certification and Individual Training Accounts (ITA)

1. What is an Individual Training Account?

An Individual Training Account (ITA) is essentially a voucher given to customers who need occupational skills training to become gainfully employed or re-employed. Supported by assessment and informed decision-making, customers may use their ITAs to purchase training slots in any program on the eligible program/provider list. Local Workforce Investment Boards (WIBs) may establish monetary and time limits for such vouchers. Additionally, local WIBs will identify local training needs identified by area businesses, as will be noted in their respective local WIA plans.

2. Who are eligible providers of training services?

In accordance with the Workforce Investment Act (WIA), eligible providers of training services are those entities eligible to receive WIA funds pursuant to Section 134(d)(4)(C) of the Act for the provision of training services to eligible customers. To be initially eligible to receive funds, providers may apply for program certification under two categories.

A. To receive adult and dislocated worker funds under the first category as an "initial automatically eligible" training provider, prospective providers must meet the following criteria:

- ✓ Post-secondary educational programs that are (a) eligible to receive funds under Title IV of the Higher Education Act of 1965 (HEA) and: (b) provide programs that lead to an Associate Degree, Bachelor's Degree or Certificate; and
- ✓ Programs under the National Apprenticeship Act (NAA) of 1937.

Providers and their programs eligible to apply for certification under this category include universities, colleges, community colleges, technical institutes, some proprietary schools and apprenticeship programs registered with the Bureau of Apprenticeship Training, U. S. Department of Labor.

B. To receive adult and dislocated worker funds under the second category, prospective providers must meet criteria established by the State including:

- ✓ Public and private providers of a program of training services, which includes entities such as vocational-technical schools, community-based organizations (CBOs), private training companies, labor organizations, employer organizations, private individuals, entities that provided training under JTPA and Local Boards who meet the conditions of WIA section 117 (0(l));
- ✓ A post-secondary educational institution wishing to receive training funds for a program(s) which does not lead to an associate or baccalaureate degree of certificate or is not funded under Title IV of the Higher Education Act of 1965; and

- ✓ An Apprenticeship program wishing to receive training funds for a program not registered with the Federal Bureau of Apprenticeship Training.

3. Who is responsible for managing the eligible provider process?

Although no single entity has full responsibility for the entire process, the Georgia Department of Labor has been appointed by the Governor to develop the training provider selection system, which requires a collaborative effort with the State and local WIBs as well as other partners. In consideration of the time and task constraints local areas will face during WIA implementation, a design team of local and State staff have compiled a comprehensive Technical Assistance Guide (TAG) to help local WIBs develop local ITA systems. This TAG includes model local policies and procedures, application and evaluation instruments, sample correspondence and agreements, and other documents that can be easily adapted. These products will be provided in Word and hard copy for your use.

4. What is the process for determining provider eligibility?

Each local WIB will solicit prospective training providers to submit applications for certification as approved training providers. This solicitation may be done through a combination of direct mailings, newspaper notices and other appropriate means. At the discretion of the local WIB, it may also solicit training providers from outside the local area, including other states. It should be noted that the State will pursue cooperative agreements with other states to share approved training provider lists.

The local WIBs will be responsible for ensuring that the local training providers have:

- application forms;
- a list of demand occupations in the area; and
- a coordinated regional application processes with adjacent local areas.

Prospective training providers must submit an application for each course of study because USDOL requires that programs, not providers, be certified. The application requests information on programs, cost and past performance. Many initial ITA training providers are automatically eligible as defined in #2 above. To assist local areas, GDOL will certify automatic eligible providers and their programs if they want to participate. This will allow local areas to focus upon the solicitation of other eligible training providers.

5. Many training providers serve more than one local area. Is it necessary for these providers to complete an application for each area?

No. Once approved and placed on the statewide eligible provider list, a training provider's approved programs are then available statewide. However, local WIBs can require different performance and/or cost standards than those established by the State. GDOL will help local areas develop regional planning and eligible provider list (EPL) solicitation processes to ease administrative burdens on their staff and on the training providers.

6. If a training provider submits an application to multiple Workforce Investment Boards, and is recommended to the State for approval in one area, and not so recommended in another area, what happens?

As stated above, providers may submit a separate application for each program they want certified on the statewide list, via one or multiple local solicitation processes. The Department will compile a single statewide list of approved programs from all local areas. It is possible that a proposed program not recommended for funding by a particular local WIB may be recommended by another and placed on the approved state list. Customers will have the opportunity to choose any of the eligible programs/providers from the statewide list, pursuant to local funding requisites and/or policies. A local WIB may choose not to pay for State-approved training based on its locally determined need for that training, labor market information, cost and performance limits, etc.

7. Can a member of a local Workforce Investment Board or Youth Council also be a training provider?

Yes. The GDOL will develop and disseminate separate conflict of interest guidelines to assist local WIB and Youth Council members. Generally speaking in such instances, the local Board member would publicly acknowledge the potential conflict and not discuss or vote on the issue.

8. Does the Trade Adjustment Act (TAA) have a separate training provider list of schools that needs to be certified?

No. In the past, there has been a separate list of approved TAA schools. However, it will be incorporated into a single statewide list of eligible adult and dislocated worker training program/providers to be disseminated to all local areas.

9. How will people know if a program is TAA eligible when they look on the statewide training Provider list?

The Web-based automated EPL system will identify approved funding sources for the providers listed (i.e., TAA, Pell, HOPE, etc.).

10. Although it is referred to as an "eligible provider list," isn't it actually certified "program(s) and courses of study" that enable a provider to be listed?

Yes. Providers must submit information with their application addressing each program they would like included on the statewide Eligible Provider list. Customers will be able to sort and search the Web-based automated EPL system by program of study, occupation and geographical area, as well as by institution.

11. What about automatically eligible training providers? Why must they submit past performance data if they will be "automatically" included on the State's approved training provider list?

Informed customer choice remains one of the cornerstones of the ITA system. To support this philosophy, past performance and other descriptive data is necessary for publication on the consumer report card.

12. Can a training provider apply directly to the GDOL for inclusion on the list?

No. The WIA requires that the statewide list be compiled based on evaluations and recommendations by local WIBs and passed on to the State for evaluation and approval. The only exception to this is noted in # 4 regarding automatic eligible providers. GDOL is developing a Web-based electronic training provider application process so training providers can electronically transmit their application to GDOL, who in turn will forward it to the appropriate local WIB for evaluation.

13. What if a potential provider does not have required performance data at the program/course of study level?

For training providers that do not have the statistical information requested at the program/course of study level, a one-time waiver may be allowed. Initial applications must include institutional-aggregate statistical information, justification for why the program level data is unavailable, and the training provider's intended process to collect data at the program level beginning July 1, 2000 and throughout the initial eligibility period. All providers will be required to submit required program/course of study performance data, without exception, for the subsequent eligibility period beginning July 1, 2001.

14. How do I find the list of demand occupations for my local area?

GDOL continues to develop comprehensive data for local WIBs and agencies, available through its Workforce Information and Analysis Division. GDOL's Web-based EPL list will also include direct electronic links to labor market information as sorted by listed occupations and programs of study. This information will be used by local WIBs to identify their respective training needs and by customers to help with their informed decision making.

15. Is there a time limit on the period of initial eligibility for training providers?

Yes. The initial eligibility period runs for 12 months from July 1, 2000 through June 30, 2001.

16. What must be included in the Current Financial Statement under Category Two (not automatically eligible training providers)? Does the Department want an explanation of the school's accounting system?

Acceptable documentation for financial stability may include the financial statements from the most recent audit. In the case of colleges and universities, an annual report, which will include financial statements, may be submitted. In most cases, this information is contained in a current catalog. Each local WIB will be responsible for identifying acceptable forms of documentation within the framework of their local policy. In response to the second part of this question, the answer is no.

17. How will local Workforce Investment Boards submit training program/provider recommendations to the Department?

For the initial process, local areas will submit electronic and hard copy documentation to GDOL.

18. If a school is planning to open on or about July 1, 2000, should they apply now to be on the Department list, even though they do not have any performance history? The school does have a curriculum, experienced staff and operational policies in order.

Yes. State guidance to be issued shortly will include policies and procedures to certify training programs/providers with limited or no past experience, and potential limited "contingency" approval.

19. What is the basis for excluding programs/providers under Initial Eligibility?

Entities applying for Initial Eligibility under category one (Higher Education Act and Apprenticeship programs) are automatically eligible and cannot be excluded. Category two applicants may be denied based on criteria outlined in the State's Training Provider Selection Policies (to be released). Examples may include:

- The application was not complete or not submitted within required time frames
- Performance data was not included with the application.
- Performance data did not meet LWIB and State minimum standards.
- Inaccurate information regarding a program was intentionally supplied.
- Training programs are not reflective of the demand occupations for the area.

20. How do Community Based Organizations (CBOs) that provide non-individual referral training (i.e., JTPA class-size) fit within the eligible provider concept, especially in the initial year before they can be certified?

Under WIA, CBOs are authorized to be certified as eligible providers and it is expected that they will retain an important role as eligible providers. Every provider of adult training services under WIA must submit an application to be placed on the statewide Eligible Program/Provider list, unless the entity is providing on-the-job or customized training, or meets criteria as a targeted hard-to-serve training provider.

As with "other providers" previously described in 2.a., CBOs can apply for inclusion on the eligible provider list and can be determined to have "Initial Eligibility" for the 12-month Initial Eligibility period under WIA. The application process discussed in 4. above would be utilized.

For non-public/post-secondary educational institutions not approved by the Georgia Non-public Post Secondary Education Commission (GNPEC) at the time of initial eligibility evaluation, a one-time waiver of such approval may be granted due to the lengthy approval process involved. However, educational institutions granted waivers must attest to the local WIB that they have initiated the GNPEC approval process and recognize that such approval

will be necessary - along with other factors - for subsequent inclusion on the approved statewide ITA listing.

21. Are youth eligible to receive Individual Training Accounts?

Only individuals ages 18-21 who may be considered adults may access ITAs with adult funds.

22. How do youth service providers become certified?

Youth training or youth services must be competitively procured (with limited noncompetitive provisions), identified by the Local Workforce Investment Youth Council and approved by the LWIB in accordance with Section 667.105 of the Federal Interim Final Regulations. The solicitation and evaluation process will be addressed in the State's related WIA implementation policy guidance under development.

23. Will GDOL publish a statewide listing of eligible youth providers in addition to adult ITAs?

Yes. In accordance with Section 665.200(b)(4) of the Federal Interim Final Regulations, the GDOL will compile and disseminate a list of eligible youth providers via our Web-based automated statewide list.

24. If a training provider operates a number of different training sites in a number of different counties, where does the training provider send the application for certification?

Training providers, including those with multiple sites, may submit an application for any program to any local WIB. Training providers with multiple sites may submit a single application but must describe unique information (i.e., facility location, performance, cost, labor demand, etc.) for each separate training site by individual program. The suggested training provider application included within GDOL's ITA Technical Assistance Guide accommodates this process.

25. What if a single course is all that is needed by an individual to either complete a program or obtain employment and they are not completing a whole program?

An approved program of training includes one or more courses or classes that, upon successful completion, lead to a certificate, diploma, associate degree or bachelor's degree. Such approved courses/classes could be utilized if the need is documented via the assessment process.

26. Is the Department going to establish any standards for performance for the following categories, or is that all determined by the local WIB? Completion Rates, Unsubsidized Employment Rates, Unsubsidized Employment in Training Related Occupations Rates and Average Earnings at Placement.

The Department, in conjunction with the local WIBs, will negotiate and develop minimum standards for performance for the Initial and Subsequent Eligibility period. Local WIBs may add more stringent standards beyond those established by the State when considering training providers from the approved list.

27. What is the benefit of including a training program(s) on the Statewide Approved Training Program/Provider List?

WIA customers approved for ITA funds can only select from programs on the statewide program/provider list. If a program is not on the list, WIA cannot pay the cost of attendance.

28. If a program is on the approved statewide list, is it guaranteed ITA customers?

No. Although ITA customers can select from the statewide approved training program/provider list, there is no guarantee a customer will ever select an individual program. Training programs in demand occupations with successful results will attract more customers.

29. Can programs be added after July 1, 2000?

Yes. Parameters will be discussed within the State's related WIA Implementation Policy Guidance and Technical Assistance Guide under development.

30. When the approved EPL is issued, can a local WIB fund an ITA for a program/provider that did not submit an application to that local Workforce Area Board?

Yes. When the programs are certified and placed on the statewide eligible program/provider lists, customers can choose any of the eligible programs/providers that are included on the statewide lists if it meets the criteria of the local WIB paying for it. The local WIBs would then need only to execute an appropriate agreement with the training provider.

31. At what point will customers be eligible to receive an ITA?

An ITA will be provided after an assessment of customer needs, demand occupations, local WIB policies and selection of a training program after consultation with a career advisor. The process will be recorded in a career plan.

32. Who approves the ITA? Depending upon local policy, the ITA may be approved by a customer's career advisor, a committee, a representative of a local board, or other mechanisms. This process will reflect what is determined locally to provide the appropriate balance between accountability for training funds and effective customer service.

33. What criteria is used to determine who does and who does not get an Individual Training Account? Is it based only on economic need? As stated above, each local WIB will define local criteria and the process by which individuals can access an Individual Training Account. Local boards will establish criteria for providing ITAs based on critical local workforce needs, e.g., economic development priorities, occupations in demand in the area, expected wage levels, funds available, performance parameters, so long as criteria are reasonable and uniformly applied.

34. What career advisement is desirable?

Shifting to an approved ITA program/provider system requires local staff to assist customers to make informed choices regarding career paths and training. LWIB staff may inform customers and facilitate career decisions, however, the ultimate decision rests with the customer within defined local policies and parameters. The career advisor's role is to provide customers with guidance and feedback from assessment that can help them understand their needs and choices prior to selection of a training program/provider.

35. Will the State establish a maximum ITA dollar amount, or the LWIB only approve a certain dollar amount for training?

ITA accounts will be the responsibility of the local WIBs. They may establish ITA funding limits, length of time, mechanisms for payment, etc.

36. Will the USDOL ITA grant awarded to the State be used to address automated case management and financial tracking needs?

Yes. The GDOL, in cooperation with its awarding partners (i.e., Northeast Georgia Regional Development Center and Atlanta Regional Commission), will utilize this grant to:

- a. develop the WIB-based statewide automated EPL/ITA system,
- b. research and field test automated case management, financial tracking and electronic payment systems, and
- c. explore and address issues unique to rural and urban local areas.

37. What types of related technical assistance does GDOL plan for local areas?

GDOL recognizes that local areas will need EPL/ITA training related to technology, policy, contractual, financial and assessment issues. Our intent is to begin related training on a regional and local basis. GDOL, Project IDEAS and peer local staff will conduct training. As implementation progresses, the training audience will expand beyond local area staff to training institutions, partner career advisors and other interested individuals. 38. Who should the local workforce areas contact with specific questions related to its EPL/ITA system? Until further notice, inquiries should be forwarded to Ann Shirra at (404) 656-7392 or orann.shirra@dol.state.ga.us, who is responsible for coordinate the dissemination of WIA related questions and answers.