



**Northwest Georgia Regional Commission
Workforce Innovation and Opportunity Act
Individual Training Account**

Training Provider Packet

SECTION I

- ❖ **Delivery System**
- ❖ **Procurement**

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Summary of ITA System and RFP Overview

The Workforce Innovation and Opportunity Act (WIOA) of 2014 provides the framework for a unique national workforce preparation and employment system designed to meet the needs of the nation's businesses and needs of job seekers who want to further their careers. The system is based on the One-Stop concept where information concerning job training, education, and employment services is available for customers at a single location or through internet access.

Eligible Training Providers (ETP): Eligible Training Providers (ETP) are entities that make available programs which are eligible to receive Workforce Innovation and Opportunity Act (WIOA) funds for adults and dislocated worker participants who enroll in training programs through Individual Training Accounts (ITAs). ITAs may be utilized for WIOA youth funds to provide training for older, out-of-school youth ages 18-24. Local Boards are responsible for local solicitation of providers, including public notice, announcements, bidder's conferences, etc. As described in WIOA Section 122, to be eligible to receive funds for the provision of training services, the ETP shall be one of the following:

- Post-secondary education institutions that provide a program which leads to a postsecondary credential;
- Entities that carry out programs registered through the National Apprenticeship Act (Registered Apprenticeship programs);
- Other public or private training providers, which may include: community-based organizations, joint labor-management organizations, pre-apprenticeship programs and occupational/technical training;
- Eligible providers of adult education and literary activities, if combined with skills training; or
- Local Workforce Development Boards (LWDBs), if they meet the conditions of WIOA Sec. 107(g)(1).

WIOA has increased customer choice and increased competition. Training providers will have to meet differing needs of individual WIOA participants. The more information the customer has, the more empowered the customer will feel to make an informed decision, with career adviser guidance, regarding selecting a training provider and career. Providers may want to consider addressing customer needs listed below:

- Job placement assistance
- Flexibility in availability of training (when training is offered)
- Availability of additional instructional training assistance beyond scheduled training
- Complete, detailed and user-friendly program/training information
- Verification of accreditation by an agency/organization recognized by the respective industry
- Information about the accrediting agency/organization

The Georgia Department of Economic Development determines Subsequent Eligibility Standards.

I. New Training Providers/Programs

All ETPs that were not previously approved as eligible under WIA (except Registered Apprenticeship programs) must submit the required information to be considered for initial eligibility under WIOA. Under WIOA, ETPs may receive initial eligibility for only one year for an ETP-specific program. For potential ETPs seeking initial eligibility verifiable program-specific performance information must be provided.

WIOA requires that programs, not ETPs, be approved for ITAs. Therefore, potential ETPs must submit an application for each course of study or program. Potential ETPs submitting initial eligibility application should submit training program applications directly to the LWDB. Training program applications will be reviewed and evaluated by the LWDB. If the application is approved by the LWDB, the program is submitted to GDEcD-WFD for review, approval and placement on the State ETPL.

The current State ETPL can be accessed at: www.workreadyga.org.

Subsequent Application Eligibility Standards include:

- A. A detailed description of each training program – Provide information that the program is a high quality program, which can include information related to training services that lead to a recognized post-secondary credential, or a wage more than 150% of the Georgia self-sufficiency wage (\$10.88), or successful outcomes across all population groups;
- B. Performance information for each training program will include:
 - Median earnings;
 - Average wage at placement;
 - Attainment of post-secondary credential;
 - Completion rate;
 - Employment rate; and
 - Training-related employment rate.
- C. Describe in detail applicant's partnerships with business;
- D. Describe the recognized post-secondary credential attained after training completion;
- E. Describe how the training program(s) aligns with in-demand industries and occupations;
- F. LWDBs must verify that the applicant complies with the following to be considered for inclusion on the State ETPL:
 - i. Applicant must have been in business for at least six (6) months prior to the initial application and must have current business license or proof of active compliance with the Secretary of State Corporations Division;
 - ii. Training programs must be available to the general public, have published catalog price structures;
 - iii. Training facilities must comply with ADA requirements for accessibility and reasonable accommodation;
 - iv. Each training program must have proven outcomes and have successful program completions and training-related employment for at least five (5) students per program;
 - v. Applicant must be current on all federal and State taxes (Must supply certification from accounting/tax firm of current tax standing regarding federal and State taxes, including Unemployment Insurance taxes);

- vi. Applicant must be in statutory compliance with the laws of the State related to operation as a training education institution. Proprietary colleges or schools operating in Georgia are required by the Nonpublic Post-Secondary Educational Institution Act of 1990 to have a certificate of authorization from the MPEC before beginning operation or advertising in the state;
- vii. Applicant must provide documentation of current accreditation/authorization;
- viii. Applicant must not have been at fault in criminal, civil or administrative proceeding related to its performance as a training or educational institution. Must disclose any pending criminal, civil, or administrative proceeding as either a defendant or a respondent;
- ix. Applicant must disclose any and all conflicts of interest with State or LWDB staff or Board members including, but not limited to family ties (spouse, child, and parent), fiduciary roles, and employment or ownership interests in common; and
- x. All applicants must include federal tax identification number.

II. Currently Approved ETPs proposing new training programs

ETPs interested in adding additional, new training programs must complete an initial eligibility application for each new program and submit to the LWDB.

III. Removal from Eligible Provider Listing: Providers may be removed from the state listing under the following conditions:

1. Supplying inaccurate information (If inaccurate information regarding a program is intentionally supplied to a LWDB or WFD.)
 - A. If instances of intentionally supplying inaccurate information are reported to WFD, WFD will work in concert with the LWDB to make the ineligibility determination.
 - B. The ETP may be excused if the inaccurate information was supplied unintentionally, but the burden for proving the inaccurate information supplied was unintentional rests with ETP.
 - C. If warranted, a termination of eligibility will occur and will remain in effect for a minimum of two years.
2. Substantial Violation
 - A. If a LWDB or WFD determines that an ETP has substantially violated any requirements under WIOA (e.g., civil rights or discrimination violations), including failure to provide timely and accurate information for the ETP report and for initial and continued eligibility, or other State or federal laws, regulations or requirements.
 - B. If instances of substantial violation are reported to WFD or the ETP fails to provide timely and accurate information for the ETP report, WFD will work in concert with the LWDB to make the determination of ineligibility.
 - C. Repeated failures to submit information and a failure to cooperate with the WFD will be considered in the State determining whether a “substantial violation” occurred. “Substantial violation” may be construed to be one or more egregious violations in a short period of time or numerous minor violations over a long period of time.

- D. With regard to a violation of the submittal of timely and accurate information for the ETP as well as initial and continued eligibility, WFD will take into account exceptional circumstances beyond the ETP's control, such as natural disasters, unexpected personnel transitions, and unexpected technology related issues.
 - E. A termination of eligibility will occur and will remain in effect for a minimum of two years for all substantial violations.
3. Removal for failure to meet performance standards
- A. If an ETP's program fails to meet minimum established State established performance levels set for continued eligibility, the program must be removed from the State ETPL.
 - B. An ETP/ETP Program may reapply under the initial eligibility criteria if they can provide documentation of successful performance attainment with all students prior to the next program year. During that time the former ETP should take the opportunity to evaluate program design performance of non-WIOA students.
 - C. Reapplication procedures may begin with a LWDB no earlier than ninety (90) days preceding the beginning of the one-year exclusion period.
 - D. If the LWDB program evaluation indicates that there have been successful performance outcomes of all students, the program may be added to the State ETPL no earlier than one year from the date of removal.
4. Other Removals
- A. If an ETP loses its license or accreditation of its accrediting body.
 - B. If an ETP's program is inactive (no activity within three program years), the ETP's program will be automatically removed and the provider (program) will have to reapply using initial eligibility procedures.

Repayment

An ETP's program whose eligibility is terminated under the above conditions shall be liable for repayment of funds received during the period of noncompliance.

If an ETP's program is terminated or removed from the State ETPL, the LWDA should assure timely assistance to participants who may be affected. Depending on the nature of the violation, WIOA participants may be allowed to complete the programs, or may transfer and enroll in other training programs.

If it is deemed by a LWDB that training received by a WIOA customer did not adhere to program information as marketed by the ETP, consequences levied upon the ETO may include (1) additional training to be aggrieved customer at no cost; and/or (2) a refund to the fiscal agent of amounts paid; and/or (3) debarment from the State ETPL.

Provider Entry Criteria: An important part of the Act includes promoting individual responsibility and personal decision-making through Individual Training Accounts (ITAs). With career adviser guidance, customers can purchase, through their ITA, the training that is determined best for them. Customers will be provided with a list of eligible training providers that will include training providers' performance information.

Training providers will be held accountable to meet certain performance standards established by the State and local areas and will qualify for the Eligible Provider list based on performance.

It is anticipated that training providers will have increased involvement and responsibility in attracting and providing training and employment for customers. However, if customers are enrolled in training provider programs that are not appropriate for them, they may not receive the full benefits of the customer-focused WIOA system. Similarly, this may cause providers not to meet established state, local and contractual performance standards. Therefore, provider entry requirements will be a critical factor in establishing and attaining successful performance. They should be established with the purpose of determining whether the customer's current skills, education, experience, etc. will enable them to complete the training program, to obtain the knowledge and skills necessary to receive certification as well as to locate training-related employment with wages that meet standards and promote self-sufficiency.

Providers should be aware that entry requirements for reading, math and language should match those appearing on the Eligible Provider List (EPL). The Consumer Report Card, submitted by the Provider, contains all information regarding entry criteria. Testing for reading, math and language should be comparable to the Tests of Adult Basic Education (TABE). Letters of acceptance should include a statement that the student has met the entry requirements as stated on the EPL. Persons not meeting the stated EPL entry requirements are not to be allowed to attend training until the appropriate levels are achieved.

Advertising/Recruitment: If the provider advertises, the provider may include a statement about the Workforce Innovation and Opportunity Act or WIOA in any advertising or recruitment efforts made on behalf of the training organization, as long as there is a disclaimer that WIOA may be available only for those who qualify for the program and only if funds are available. The provider is requested to forward copies of all advertisements, brochures, flyers, that mention WIOA.

WIOA Services: A customer may access the array of services and program information available on the statewide ETPL and may choose from a variety of Eligible Training Providers. There is no guarantee that a customer will enroll in a specific course or program of study after referral. It is the responsibility of the customer and the career advisor to develop a career plan. A customer may be determined WIOA eligible during WIOA career services. If it appears that the customer is eligible and suitable for provider training, they will be approved for enrollment by LWDA staff. Once approved for enrollment, LWDA staff will provide written authorization to both the customer and the training organization through an individual Training Account (ITA).

ITA Voucher: The ITA voucher will include the amount of funds approved and provide instructions for invoices or payment requests. If a customer is to attend training for more than one quarter or semester, an ITA voucher is required for each subsequent quarter\semester.

Once again, the WDB will not accept responsibility for the costs of any customer who attends training not authorized by the Career Adviser. Once enrolled, the WIOA career adviser will be responsible for advising the customer for the duration of the training program. Arrangements may be made to conduct career advisement sessions on site or during off training hours.

Job Placement: Training providers and career advisers are responsible for placement of program enrollees. Continued inclusion on the eligible provider listing is contingent upon successful placement of enrollees. WDB staff will forward quarterly performance reports to each training provider. It is imperative that career advisers

assure the prompt and accurate recording of placement information. In addition, career advisers may assist customers with problems arising during initial placement activity, such as childcare, transitional assistance, etc.

Pick-ups: Pick-ups are permitted under some circumstances. However, please note that the WDB will not be responsible for costs incurred for training that occurred prior to WIOA approval.

Invoicing: The WDB must have an invoice from the provider to process a payment request. All invoices must include an invoice number, the name and last four digits of the social security number of the customer, the . The invoicing procedures, withdrawal provisions and referral provisions if applicable are included in the Training Provider Agreement.

Late Fees: The WDB is not responsible for late fees. Late fee payments, fines and penalties are the responsibility of the client. Exceptions may be granted only if the delay was due to WDB staff error.

Example of Solicitation for Individual Training Account Providers

The Northwest Georgia Workforce Development Board (WDB) is accepting applications for Training Provider Agreements under the Workforce Innovation and Opportunity Act for training services to eligible adults and dislocated workers for the WDB area which includes the counties of Bartow, Catoosa, Chattooga, Dade, Fannin, Floyd, Gilmer, Gordon, Haralson, Murray, Paulding, Pickens, Polk, Walker, and Whitfield.

Applications should include programs of training services or courses of study requested for approval. Approval will result in a Training Provider Agreement which will provide reimbursement only for tuition and other approved individual costs such as books, supplies and entrance fees. Training included in the application must exist at the time of application, and courses must be currently available.

Provider applications must be approved by the WDB and will then be forwarded to the Georgia Department of Economic Development – Workforce Division (GDEcD-WFD) for review. Upon finalization of review by the GDEcD, the training provider and its approved programs will be included on the State Eligible Provider List as published throughout statewide One-Stop Centers. Applications are accepted throughout the program year, but referrals to selected training providers are based upon availability of federal funds.

To request a copy of the application packet, please contact Brandi Dover at 706.295.6485 or FAX 706.802.5567. A copy of the application packet is available via the Internet at www.careerdepot.org

Request to be Placed on Mailing List for Proposals

The Northwest Georgia Regional Commission, designated by the Northwest Georgia Workforce Board for procurement responsibilities for Workforce Innovation and Opportunity Act is in the process of updating its Bidder's List for procurement of job training services. If you are interested in being placed on the Bidder's List, please write requesting a Bidder's Checklist to indicate which category (ies) you would be interested in receiving Request for Proposals (RFP). Request for a Checklist may be mailed to Lesia Lambert, Workforce Development Director, Northwest Georgia Regional Commission, P.O. Box 1798, Rome, GA 30162-1798 or the Checklist is available via the Internet site: www.careerdepot.org. All known community based organizations and local educational organizations will receive notification of "Request for Proposals" being issued. The Service Delivery Area for which services are planned includes the following counties: Bartow, Catoosa, Chattooga, Dade, Fannin, Floyd, Gilmer, Gordon, Haralson, Murray, Paulding, Pickens, Polk, Walker, and Whitfield. The Northwest Georgia Workforce Development Board may not offer all of these services and consequently, you will receive proposals should the service not be procured during the year.

Upon receipt of the completed Bidder's Checklist, it will be placed in our file. Should a request for proposal be issued, you will be notified for each of the items on the checklist in which you indicate interest.

Local Procurement, Monitoring and Evaluation Procedures for Eligible Providers

Procurement:

1. The Northwest Georgia Regional Commission/Northwest Georgia Workforce Development Board initially solicited the following to provide training:
 - a) automatically eligible post-secondary educational institutions and entities carrying out the National Apprenticeship Act programs; and
 - b) other eligible provider training institutions.
 - Solicitations were made through announcements in newspapers which cover the entire WIOA service area.
 - Solicitations included performance requirements, time limitations for completing applications, etc.
 - A record of inquiries was maintained. To ensure consistency and accuracy of the log, one staff member was assigned to maintain an Inquiry Log and a list of potential bidders was developed from the Inquiry Log.
2. After the initial applications solicitation, applications are accepted by the NWGRC at any time during the program and evaluated and reviewed during bi-monthly Board or Committee meetings or at special called meetings. A public advertisement of this open solicitation may be published as the need arises.
3. All applications are logged in on the Provider Application Log as they are received.
4. Applications will be reviewed and evaluated as outlined above.
5. NWGRC will review the application and complete the Application Responsiveness Criteria to determine responsiveness. Non-responsive providers will be notified in writing that their application was non-responsive and the reason(s) for the determination. The information needed to resolve and resubmit the application will also be noted.
6. Responsive applications will be reviewed by Northwest Georgia Regional Commission, independently, using the Evaluation Form for Provider Agreements.
7. NWGRC will conduct an on-site pre-operational review of the training institution, if the organization has not previously been provided services in the WIOA area, prior to the enrollment into training of any WIOA funded participant with that organization. Exceptions to this policy may be made for organizations that are not located within the WIOA area. To avoid duplication, NWGRC will approve out-of-state providers and programs only if they have been evaluated and approved by their state listed on the respective state eligible provider list.
8. The Proposal Review Committee will review the application and staff recommendations regarding inclusion on the State EPL. For eligible providers on the EPL and during the review of subsequent eligibility, the committee may decide to approve, not approve or conditionally approve the application or may delay a decision and request additional information.

9. All applicants will be notified in writing of the decision of the Committee within thirty (30) working days of the date of the decision. NWGRC will submit those providers that meet the requirements for initial eligibility to the State agency. Providers, as defined in 20 CFR 663.515 (a), are initially eligible without State review. The State shall have thirty (30) days to review, evaluate and certify that the provider meets eligibility criteria. The State evaluation will include adherence to local policy, minimum state standards, review of State and Federal debarment listings, etc. The State will notify NWGRC regarding eligibility and publish the State approved listing of eligible WIOA providers via electronic and paper means.

New providers may be limited to a specific number of enrollments if the application evaluation process so warrants. When a new provider has reached the participant enrollment limit, NWGRC will conduct a review of the provider's success in achieving NWGRC performance measures. No additional participants will be referred to a new provider until the review is completed and acceptable performance is established.

Agreement

If approved, a provider agreement may be executed between NWGRC and the training institution. This agreement must be signed prior to the WIOA participant's enrollment into training with that training institution. In some circumstances small purchase procurement may also be utilized on an individual basis. This option may be used to purchase training when specific training is not currently available through an existing provider agreement at the time the need arises. After training is completed, NWGRC will conduct a performance outcome evaluation. Additional on-going training would then be procured through the regular provider agreement process.

Agreement and Modification

Review and approval of additional training programs to be provided by existing providers on the EPL and provider price increases for approved providers will be reviewed and, if approved, transmitted to the State for review, approval and publication to the state approved listing. Providers seeking approval of additional programs or price increases should submit the following information to NWGRC:

- a) Training approval from an accrediting organization;
- b) Training program description, curriculum and cost information; and
- c) For training not identified in the NWGRC Plan as a demand occupation in the local area, providers should also submit at least three (3) employer verifications of employment opportunities.

NWGRC's review will include an evaluation of the provider's success in achieving performance outcomes, a comparison of the price, length of the training, anticipated wage at placement and location of similar approved providers. Upon approval by NWGRC, an amendment to the existing provider agreement will be processed. Increased prices will not take effect until the amendment is executed.

Monitoring and Evaluation

The performance of all training institutions with participants enrolled in WIOA will be monitored during quarterly desk reviews. This review will address indicators which determine performance outcomes and evaluation. Institutions may be removed from the approved provider list if monitoring reveals non-compliance with the Act or poor performance. If performance falls below NWGRC goals, a probation letter will be forwarded to the provider indicating that a hold will be placed on enrollments until corrective actions occur to

increase performance. Providers will be responsible for notifying NWGRC regarding extenuating circumstances regarding training, such as disruptions due to change in instructor, facility, etc.

Procurement Process for Provider Agreements with Automatic Eligible Institutions of Higher Education, Post-Secondary Education Institutions and National Apprenticeship Act

Institutions defined in WIOA Section 122 including Post-secondary Educational Institutions (reference Section 481 (b) of the Higher Education Act of 1965 as amended in 1992, 20 U.S.C. 1088(b)) and entities that carry out programs under the National Apprenticeship Act (29 U.S.C. 50 et seq.) may submit the institution's catalog that describes each program of training service, as defined in 20 CFR 663.508, that leads to a degree, certificate or competency recognized by an employer, fee schedules and documentation of organizational accreditation or certification.

Provider solicitation will occur through notice and announcement and may include a request for performance information on all students enrolled, services to special populations, evidence of training in growth occupations, etc.

Procedures:

1. NWGRC will submit review responsiveness of initially eligible applications and provide recommendations to the designated WDB committee. The listing of approved providers will be forwarded to the State for inclusion on the State approved listing.
2. For training institutions approved under this provision, a provider agreement will be used.

Pell and Hope for New Applicants/Providers

All applicants for WIOA services should be informed that WIOA is one of many funding sources that may be available to them. If the participant is interested in training at a college or a technical college, they must also apply for Pell and HOPE funds, unless they provide a valid reason to their career adviser 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 is seeking funds to complete a degree, does not have a B average and their family income is over the limit of Pell.

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

SECTION II

❖ Application for Training Provider Agreement

❖ Certification

❖ Assurances

❖ Attachments

PROVIDER/PROGRAM APPLICATION RESPONSIVENESS CHECKLIST

IF ORGANIZATION IS UNABLE TO MEET ANY REQUIREMENTS OF THE RESPONSIVENESS CRITERIA LISTED BELOW, THE PROGRAMS WILL NOT BE REVIEWED AND WILL BE CONSIDERED NON-RESPONSIVE.

NAME OF PROVIDER

REQUIREMENTS

- Must be in statutory compliance with the laws of this state as related to its operation as a training or educational institution
- Must have been in business for at least six months prior to initial application and must maintain legal active status to conduct business, evidenced by a current business license and/or proof of active compliance with the Secretary of State Corporations Division (attach to application).
- Must supply certification from accounting/tax firm of current tax standing regarding Federal and State taxes, including Unemployment Insurance (UI) taxes.
- Must be in good standing with the Better Business Bureau with no outstanding complaints.
- Must not be found in fault in criminal, civil, or administrative proceeding related to performance as a training or educational institution. Must disclose any pending criminal, civil or administrative proceeding as either a defendant or a respondent (sign Debarment Statement, Attachment A).
- Must disclose any and all conflicts of interest with state, or local LWDB staff or Board Members, including, but not limited to family ties, (spouse, child, parent), fiduciary roles, employment, or ownership interests in common.
- All applications must include the current federal tax identification number (the number used to file employee income taxes with the Internal Revenue Service).
- To be considered for review, each program must have at least five students who have completed the program and obtained training related employment, with documentation available on employment status. Newly formed programs should wait to apply until this has occurred. New programs without documented completion and employment records will not be reviewed.

TRAINING PROGRAM CRITERIA

- Training skills are specific and in demand in the labor market.
- A recognized post-secondary credential is attained after program completion
- The program/s are existent, ongoing and continuous.
- The training programs are open to the general public, have published catalog price structures and are not solely dedicated/availed to WIOA customers.
- Job search and/or placement assistance is provided by the organization.
- The organization does not appear on current federal, state or local debarment and suspension lists.
- The provider assures that the proposed training facility is handicapped accessible or are reasonable accommodations made for provision of services to handicapped individuals.

NPEC AND/OR OTHER ACCREDITATION/AUTHORIZATION

- All program requests must be currently approved by NPEC
(Include copy of NPEC certification for each program)

Proprietary colleges or schools operating in Georgia are required by the Nonpublic Post-Secondary Educational Institutions Act of 1990 (NPEIA) to have a certificate of authorization from the Georgia Nonpublic Post-Secondary Education Commission (NPEC) before beginning operation or advertising in the state. This certificate must be renewed annually. The NPECs’ primary purpose is to ensure that each authorized college or school is educationally sound and financially stable.

Nonpublic Degree Granting Post-Secondary Educational Institutions in Georgia - The Nonpublic Post-Secondary Educational Institutions Act of 1990 provides that a post-secondary educational institution must apply for and be granted a Certificate of Authorization before beginning operation or advertising in Georgia. NPEC must authorize each degree program. Following initial authorization, the institution’s Certificate must be renewed annually. Any institution operating or advertising to begin operation without acquiring the necessary Certificate of Authorization is in violation of Georgia law, and shall be subject to civil penalties.

Nonpublic Non-Degree Granting Post-Secondary Institutions in Georgia – Any instructional program defined as a proprietary school according to the Nonpublic Post-Secondary Educational Institutions Act of 1990 must apply for and be granted a Certificate of Authorization before beginning operation or advertising in Georgia. Following initial authorization, the institution’s Certificate must be renewed annually. Any institution operation or advertising to begin operation without acquiring the necessary Certificate of Authorization is in violation of Georgia law, and shall be subject to civil penalties.

NPEC allows exemptions when another governmental agency is providing oversight. For example, the Georgia Department of Safety provides oversight of Truck Driver Training Programs. Proprietary schools interested in becoming a WIOA ITA provider will need to contact NPEC to begin the authorization process.

For additional information concerning NPEC, please contact:

Carl Camann, Deputy Director
 Nonpublic Post-Secondary Education Commission
 2082 East Exchange Place, Suite 220
 Tucker, GA 30084
 (770) 414-3300
<http://www.gnpec.org>

Check below the agency/agencies providing accreditation/authorization for your organization and attach a copy of the certification document.

- Nonpublic Post-Secondary Education Commission (NPEC)
- Georgia Healthcare Partnership (GHP/GMCF)
- Department of Public Safety (DPS)
- Other(s): _____
- Provide licensure documentation if another governmental agency is providing oversight (i.e., GA Public Safety or GA Medical Care Foundation).
- Attach a copy of the credential and a confirming statement that graduates of the program may sit for the Credential Examination.

ATTACHMENTS TO APPLICATION

The following items have been included as an attachment to the application:

- Accreditation/Authorization Documents (Include authorizing agency description) *
- Catalog or Brochure
- Copies of credential(s) to be received by students
- Current Business License *
- Debarment Form
- NPEC Certification *
- Program Description(s)
- Published Course Price Listing (Copy of catalog or website page, if price included)
- Schedule of Classes
- Signed EEO and Conflict of Interest Assurances
- Training Provider Relationship Disclosure

*Please attach if applicable to your organization.

Individual Training Account (ITA) Provider/Program Application

ITA Provider Information

Training Provider Name	
Address	
City	
State	
Zip	
County	
Website (URL)	
Authorization/Accreditation	
Federal Tax ID # (99-9999999)	
Year Business Established	
Contact Name, Title	
Phone (999-999-9999)	
Fax (999-999-9999)	
Email	

Financial Aid

Pell Grant	Yes	No
Hope Scholarship	Yes	No
Other – Please Specify (Title IV, Sallie Mae, etc.)	Yes	No _____

Complete separate copies of the following 4 pages for **EACH PROPOSED PROGRAM.**

Program Information

Program Title	
Program Description (Describe or attach)	
Program Specific Authorization/Accreditation	
Credential Earned	Please complete form on the following page for <u>each</u> program.

Credentials for Each Program Requested for Georgia Eligible Training Provider List

Training Provider Name: _____

Program	Credential Name	Organization Granting Credential	Price of Exam	Address & Contact Information of Organization Granting Credential

Attach a copy of the credential and a confirming statement that graduates of the program may sit for the Credential Examination

Published Program Cost (as advertised to the general public via website & catalog)

<u>ITEM</u>	<u>COST</u>
Supplies	
TOTAL Supplies	\$
Books: list each one	
Name	
ISBN #	
Name	
ISBN #	
TOTAL Books	\$
Test Fees (list name of exam)	
TOTAL Test Fees	\$
Fees (list all fees)	
TOTAL Fees	\$
Tuition	\$
TOTAL Program Cost	\$

Program Duration

Number of Weeks	(Classroom) Curriculum Hours	Other (Specify Internship/Externship Hours Separately)

Entry Criteria: Tests of Adult Basic Education (TABE) assesses basic reading, math and language skills and provides Grade equivalent scores.

High School Diploma Required	Reading Level	Math Level	Language Level	Other Entry Requirements (Please List)
Yes No				

Number of completed program the Training Provider has conducted: _____	Number of Students	% / \$	State minimum Requirement
Total Students past 12 months			
Median Earnings after Placement: (median earnings of program completers placed in unsubsidized employment during the second quarter after exit from the program)		\$	\$11.50
Average Wage at Placement: (average wage at placement of completers obtaining employment during the past 12 months)		\$	\$10.70
Attainment of Post-Secondary Credential: (number and percent of completers exiting the program who obtained a recognized post-secondary credential – certificate, diploma or license – during participation in or within 1 year after exit from the program)		%	60 %
Completion Rate: (number and percent of total students exiting during the last 12 months who met the program’s completion requisites)		%	70 %
Employment Rate: (number and percent of completers exiting the program during the last 12 months who obtained employment)		%	70 %
Training-Related Employment: (number and percent of completers exiting the program during the last 12 months who have obtained training related employment)		%	70 %

Must include performance data on at least 5 students per program (use single sheet per program) (employers listed will be contacted)

Graduate and Employer References

Graduate Name	Graduate Phone #	Employed By	Employer Contact Name	Employer Contact #

I. CERTIFICATION:

I hereby certify that the information provided in this Application package is true and correct. I also understand that my organization may be subject to an on-site review of training and facilities, and may be asked to provide supporting documentation before the final execution of an agreement. I assure that proposed training facilities are disabled accessible or reasonable accommodations will be made for the provision of services to disabled individuals. I assure that costs as described as the same as those published for the general public.

Name (Printed) and Title

Signature **Date**

II. EEO ASSURANCE:

As a condition to the award of financial assistance from the Georgia Department of Economic Development, Workforce Division, under WIOA, the applicant assures that it will comply with the nondiscrimination and equal opportunity provisions of the following laws:

The U.S. Department of Labor (Department) is issuing nondiscrimination and equal opportunity regulations to implement Section 188 of the Workforce Innovation and Opportunity Act (WIOA). Under Section 188(e) of WIOA, Congress required the Department to issue regulations implementing Section 188 no later than one year after enactment of WIOA. The Department's publication of this final rule complies with the statutory mandate. This final rule creates a new part in the CFR, which mirrors the regulations published in the CFR in 1999 to implement Section 188 of WIA. The Department has made no substantive changes in this final rule; the changes are technical in nature. This final rule adopts the Department's regulatory scheme for Section 188 of WIA verbatim, with technical revisions to conform to WIOA. Specifically, the Department has: Replaced references to the "Workforce Investment Act of 1998" or "WIA" with "Workforce Innovation and Opportunity Act" or "WIOA" to reflect the proper statutory authority; and updated section numbers in the text of the regulation to reflect its new location.

Section 188 of WIA prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIA Title I financially assisted program or activity; Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the basis of race, color and national origin; Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination on the basis of age, and The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs.

Name (Printed) and Title

Signature **Date**

III. STANDARDS OF CONDUCT ASSURANCE:

The Training Provider agrees that in administering Workforce Innovation and Opportunity Act funded training services, it will comply with standards of conduct that maintain the integrity of the program in an impartial manner, free from personal, financial or political gain by avoiding situations which suggest that any decision was influenced by prejudice, bias, or special interest.

Name (Printed) and Title

Signature **Date**

ATTACHMENT A

**Standard Certifications Regarding Debarment, Suspension, Ineligibility
And Voluntary Exclusion Form**

This certification is required by the regulation implementing Executive Order 12549, Debarment and Suspension, 29 CFR Part 98 Section 98.510, Participants' responsibilities. The regulations were published as Part VII of the May 26, 1988 Federal Register (pages 19160-19211).

(BEFORE SIGNING CERTIFICATION, READ ATTACHED INSTRUCTIONS WHICH ARE AN INTEGRAL PART OF THE CERTIFICATION)

- 1) The prospective primary certifies to the best of its knowledge and belief, that it and its principals:
 - (a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
 - (b) Have not within a three-year period preceding this proposal been convicted of a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining; attempting to obtain, or performing a public Federal, State, or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
 - (c) Are not presently indicted for or otherwise criminally or civilly charged by a government entity (Federal, State, or local) with commission of any of the offenses enumerated in paragraph (1) (b) of this certification; and
 - (d) Have not within a three-year period preceding this application had one or more public transactions (Federal, State, or Local) termination for cause or default.
- 2) Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach and explanation to this proposal.

Name and Title of Authorized Representative

Signature

Date

Instructions for Certification Regarding Debarment Training Provider Agreement

1. By signing and submitting this proposal, the prospective recipient of Federal assistance funds is proving the certification as set below.
2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective recipient of Federal Funds knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the Department of Labor (DOL) may pursue available remedies, including suspension and/or debarment.
3. The prospective recipient of Federal assistance funds shall provide immediate written notice to the person to which this proposal was submitted if at any time the prospective recipient of Federal assistance funds learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
4. The terms "covered transaction", "debarred", "suspended", "ineligible", "lower tier covered transaction", "participant", "person", "primary covered transaction", "principle", "proposal", "voluntarily excluded", as used in this clause have the meaning set out in the Definitions of Coverage sections of rules implementing Executive order 12549. You may contact the person to which this proposal is submitted for assistance in obtaining a copy of those regulations.
5. The prospective recipient of Federal assistance funds agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier that covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by DOL.
6. The prospective recipient of Federal assistance funds further agrees by submitting this proposal that it will include the clause titled "Certification Tier Covered Transaction", without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transaction.
7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is no debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency of which it determines the eligibility of its principals. Each participant may but is not required to check the List of Parties of Excluded from Procurement or Nonprocurement Programs.
8. Nothing contained in the foregoing shall be constructed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that, which is normally possessed by a prudent person in the ordinary course of business dealings.
9. Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the DOL may pursue available remedies, including suspension and/or debarment.

ATTACHMENT B

Standard Certifications Regarding Lobbying Form

The undersigned certifies, to the best of his/her knowledge and belief, that:

- (1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any federal contract, the making of any federal grant, the making of any federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any federal contract, grant, loan, or cooperative agreement.
- (2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form – LLL, “Disclosure Form to Report Lobbying”, in accordance with its instructions.
- (3) * The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including sub-contracts, sub-grants and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

This certification is material representation of fact upon which reliance was placed when this transaction imposed by Sec. 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

	WIOA Adult & Dislocated Worker
Grantee/Contractor Organization	Program Title

Name of Certifying Official/Title	Signature	Date
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ATTACHMENT D

Northwest Georgia Regional Commission

Contractor Affidavit under O.C.G.A. § 13-10-91 (b)(1)

By executing this affidavit, the undersigned contractor verifies its compliance with O.C.G.A. § 13-10-91, stating affirmatively that the individual, firm, or corporation which is engaged in the physical performance of services on behalf of NORTHWEST GEORGIA REGIONAL COMMISSION has registered with and is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in O.C.G.A. § 13-10-91. Furthermore, the undersigned contractor will continue to use the federal work authorization program throughout the contract period and the undersigned contractor will contract for the physical performance of services in satisfaction of such contract only with subcontractors who present an affidavit to the contractor with the information required by § 13-10-91 (b). Contractor hereby attests that its federal work authorization user identification number and date of authorization are as follows:

Federal Work Authorization User ID# (E-Verify Company ID#)

Date of Authorization

Name of Contractor

DUNS Number

Title of Authorized Officer or Agent of Contractor

Duns Expiration Date

Name of Project

Name of Public Employer

I hereby declare under penalty of perjury that the foregoing is true and correct.

Executed on _____, 20____ in _____, _____
(CITY) (ST)

Signature of Authorized Officer or Agent

Printed Name and Title of Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME
ON THIS _____ DAY OF _____, 20 _____.

NOTARY PUBLIC

MY COMMISSION EXPIRES: _____

ATTACHMENT E
Region 1 – Northwest Georgia
Growth and Demand Occupations

2017 NWGRC Demand Occupations The NWGRC WDB provides occupational specific skills training for industries that are stable or have projected growth. Skills training will not be provided in declining industries or jobs that offer minimum wage pay. This listing serves as a guide. There may be additional occupations in which demand occurs based on the job market or specific opportunities within the broad spectrum of occupations. The NWGRC WDB may provide training for a job where demand is limited, but current openings exist. Approved by WDB September 20, 2017	
2017 Projections Northwest Georgia Most Projected Job Growth Occupations	Career Curriculum
11-0000 Management and Supervisory	11-1011 General Manager, Top Executive 11-1021 Team Manager 11-2021 Marketing/Sales Supervisor 11-3021 Computer Information Systems (CIS) Manager 11-9021 Construction Technology (Manager) 11-9013 Horticulture (Manager)
13-0000 Business and Financial Operations	13-1031 Insurance Claims Adjuster, Property and Casualty Agent 13-1071 Personnel Recruiter 13-1151 Industrial Trainer 13-2011 Accountant 13-2082 Tax Specialist
15-0000 Computer and Mathematical	15-1121 Systems Analyst 15-1131 Computer Programmer/Aide 15-1133 Certified Novell Engineer 15-1133 MS Certified Systems Engineer 15-1134 Certified Internet Webmaster/Web Designer 15-1143 Networking NT/Telecommunications 15-1151 Computer Support Specialist 15-1152 Network Technical Microsoft Microsoft CISCO 15-1199 Information/Office Technology; Project Mgmt PMP Test Prep/Technology Mgmt
17-0000 Architecture and Engineering	17-2061 Computer Engineer 17-2111 Fire Science Technology 17-3011 CAD Operator and Technician 17-3019 Drafter 17-3029 Nondestructive Testing Technician 17-3029 Certified Manufacturing Specialist 17-3029 Six Sigma Certification, Mfg. Prod. Technician
19-0000 Life, Physical and Social Science	19-1032 Forrestry 19-4091 Environmental Safety Specialist
21-0000 Community and Social Services	21-1093 Public Worker Civil Tech/Human Service Worker
23-2011 Legal	23-2011 Paralegal

25-0000 Education, Training and Library	25-1081 Education 25-1194 Vocational Education Teacher/Instructor 25-2011 Preschool Teacher 25-2031 Teacher 25-2054 Special Education Teacher 25-9041 Parapro Teacher's Aide/Assistant
27-0000 Arts, Design, Entertainment, Sports and Media	27-0000 Film Industry (added 9/20/17) 27-1024 Computer Graphics Tech 27-2022 Instructor and Coach Sports 27-3022 Journalist 27-3091 Interpreter
29-0000 Healthcare Practitioners and Technical	29-1122 Occupational Therapist 29-1123 Physical Therapist 29-1126 Respiratory Therapist 29-1141 Registered Nurse (RN) 29-1071 Physician Assistant 29-2012 Medical and Clinical Lab Tech 29-2031 Cardiovascular Tech 29-2032 Echocardiography 29-2034 Radiological Tech 29-2041 Emergency Medical Tech 29-2052 Pharmacy Tech 29-2055 Surgical Tech 29-2061 Licensed Practical Nurse (LPN) 29-2071 Health Records Management 29-2071 Medical Records Tech 29-2099 X-ray Tech 29-9011 Occupational Safety Specialist
31-0000 Healthcare Support	31-1011 Home Health Aide 31-1014 Patient Care Technician 31-1015 Nursing Aide/Orderly 31-2021 Physical Therapy Assistant 31-9011 Neuromuscular Therapy/Massage Tech 31-9091 Dental Assistant/Dental Hygienist 31-9092 Medical Assistant/Medical Office Worker 31-9094 Transcriptionist 31-9097 Phlebotomy Tech
33-0000 Protective Service	33-2011 Forestry and Fire Tech 33-3012 Correction Officer 33-3051 Law Enforcement Officer
35-0000 Food Preparation and Serving Related	35-1011 Culinary Arts 35-2021 Food Prep Worker 35-3021 Combination Food Prep/Service Worker
37-0000 Building /Grounds Cleaning/Maintenance	37-3011 Laborer, Landscaper/Groundskeeper
39-0000 Personal Care and Service	39-9011 Childcare Worker 39-9021 Health Care Assistant
41-0000 Sales and Related	41-2031 Retail Salesperson 41-3021 Insurance: Life, Accident, Sickness Agent 41-4011 Sales Rep, Executive Retail

43-0000 Office and Admin Support	43-1011 Clerical Supervisor 43-3011 Bill/Account Collectors 43-3021 Accounting Clerk/Assistant/Medical Billing/Insurance Specialist/Medical Coding 43-3031 AR Clerk/Bookkeeper 43-4051 Customer Service Rep 43-4171 Reception/Information Clerk 43-6012 Legal Secretary 43-6013 Medical Secretary 43-6014 Adm Asst/Business Office Technology
47-0000 Construction and Extraction	47-2021 Brick mason 47-2031 Carpenter 47-2041 Carpet Installer 47-2044 Hard Tile Setter 47-2073 Heavy Equipment Operator 47-2081 Drywall Installer 47-2121 Glazier 47-2142 Painter and Paperhanger 47-2152 Plumber, Pipefitter, Steamfitter 47-2161 Plasterer, Stucco Mason 47-2181 Roofer
49-0000 Installation, Maintenance, Repair	49-2011 Computer Repair Tech, Data Processing Equip Repair 49-2022 Telecommunications 49-2093 Electronic Technician 49-2094 Industrial Electronics 49-3011 Aviation Tech 49-3021 Automotive Structural Repairer 49-3023 Automotive Mechanic 49-3053 Small Engine Repair 49-9021 Heating/AC Tech 49-9041 Industrial Machinery Mechanic/Industrial Maintenance Tech 49-9052 Fiber Optics Line Installer/Repairer, Lineman 49-9062 Biomedical Instrumentation Specialist 49-9071 Maintenance Repairer General Utility 49-9098 Mechanic/Repairer Helper
51-0000 Production	51-1011 Production Tech 51-3022 Meat, Poultry, Fish Cutter 51-4041 Machine Tool Tech/Machinist 51-4121 Welder and Cutter 51-5112 Print Graphics Tech 51-6031 Sewing Machine Operator* (Approved by WIB. Added 1/21/15) 51-6064 Machinery Mech/Textile Mach Oper/Tendor Textile Carpet Industry 51-9081 Dental Laboratory Technician 51-9199 Production Workers All Others
53-0000 Transportation, Equipment Mfg	53-3032 Truck Driver, Heavy 53-3033 Delivery/Route Truck Driver 53-4031 Freight Conductor 53-6051 Automotive Automatic Transmission/Transaxle Tech 53-7051 Industrial, Large Truck and Tractor Driver/Operator 53-7064 Hand Packers/Packager

*51-6031 Sewing Machine Operator - Limited to carpet industry only, \$10.50 minimum base wage, maximum 8 weeks training.

SECTION III

❖ Performance Measures

❖ Policies and Procedures

WIOA Performance for Workforce Innovation and Opportunity Activities

The determination on when to include a participant in WIOA reporting and performance measures calculation is based on whether the services, staff, facility, or activity was funded in whole, or in part, by WIOA, Wagner-Peyser, or other partner programs.

Performance Measures that Apply to the WIOA Adult, Dislocated Worker, and Youth Funding Streams

The WIOA Performance measures reports (quarterly and annual) will cover participants who receive services financially assisted by formula or statewide reserve funds under the following USDOL ETA programs:

- WIOA Adult Program
- WIOA Dislocated Worker Program
- WIOA Youth Program

Under WIOA, there will be 16 performance measures that the state and LWDA's will adhere to:

I. Adult and Dislocated Worker Performance Measures

Use of the term "Adult" in definitions and calculations implies both Adult and Dislocated Worker participants. For participants in the Adult or Dislocated Worker programs, the following performance measures apply:

a. Q2 Entered Employment

i. Methodology:

"percentage of program participants who are in unsubsidized employment during the second quarter after exit from the program" WIOA Sec. 116 (b)(2)(A)(i)(I)

ii. Operational Parameters:

1. Individuals who are employed at the date of participation are excluded from this measure (i.e., programs will not be held accountable for these individuals under this measure).
2. Individuals who, although employed, have either received a notice of termination of employment or the employer has issued a Worker Adjustment and Retraining Notification (WARN) or other notice that the facility or enterprise will close, or are transitioning service members are considered not employed and are included in the measure.
3. For WIOA purposes, a Transitioning Service Member is defined as a service member in active duty status (including separation leave) who participates in employment services and is within 24 months of retirement or 12 months of separation. Employment at the date of participation is based on information collected from the individual, not from wage records.

b. Q4 Entered Employment

i. Methodology:

"percentage of program participants who are in unsubsidized employment during the fourth quarter after exit from the program" WIOA Sec. 116 (b)(2)(A)(i)(II).

ii. Operational Parameters:

1. Individuals who are employed at the date of participation are excluded from this measure (i.e., programs will not be held accountable for these individuals under this measure).
 2. Individuals who, although employed, have either received a notice of termination of employment or the employer has issued a Worker Adjustment and Retraining Notification (WARN) or other notice that the facility or enterprise will close, or are transitioning service members are considered not employed and are included in the measure.
 3. For WIOA purposes, a Transitioning Service Member is defined as a service member in active duty status (including separation leave) who participates in employment services and is within 24 months of retirement or 12 months of separation. Employment at the date of participation is based on information collected from the individual, not from wage records.
- c. Q2 Median Average
- i. Methodology:
“median earnings of program participants who are in unsubsidized employment during the second quarter after exit from the program” WIOA Sec. 116 (b)(2)(A)(i)(III)
 - ii. Operational Parameters:
 1. To ensure comparability of this measure on a national level, wage records will be the only data source for this measure. Acceptable wage record sources are a state’s unemployment insurance wage records, federal employment wage records, military employment wage records, and other administrative records, such as tax records for self-employed participants.
 2. Individuals whose employment in the second quarter after the exit quarter was determined solely from supplemental sources and not from wage records are excluded from the measure.
- d. Credential Attainment Rate
- i. Methodology:
“percentage of program participants who obtain a recognized postsecondary credential, or a secondary school diploma or its recognized equivalent during participation in or within 1 year after exit from the program” WIOA Sec. 116 (b)(2)(A)(i)(IV)
 - ii. Operational Parameters:
Programs participants who obtain a secondary school diploma or its recognized equivalent shall be included in the percentage counted as meeting the criterion under such clause only if such participants, in addition to obtaining such diploma or its recognized equivalent, have obtained or retained employment or are in an education or training program leading to a recognized postsecondary credential within 1 year after exit from the program. WIOA Sec. 116 (b)(2)(A)(iii)
- e. In-Program Skills Gains
- i. Methodology:
“percentage of program participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and

who are achieving measurable skill gains toward such a credential or employment” WIOA Sec. 116 (b)(2)(A)(i)(V) Proposed §677.155

1. Achievement of at least one educational functioning level of a participation that provides instruction below the post-secondary level.
2. Attainment of HS Diploma or equivalent
3. A transcript or report card for either secondary or post-secondary education for 1 academic year (or 24 credit hours) that shows a participant is achieving the State unit’s policies for academic standards
4. Satisfactory or better progress reports, towards established milestones from an employer who is providing training.
5. Successful completion of an exam that is required for a particular occupation, progress in attaining technical or occupational skills as evidenced by trade-related benchmarks such as knowledge-based exams.

II. The Youth Performance Measures

- a. Percentage in Employment, Education, or Training - Q2
 1. *“Percentage of participants who are in education or training activities, or in unsubsidized employment, during the second quarter after exit from the program” 20 CFR Part 677.155(c)(1)*
 2. The number of Youth employed or in education or training 2^{ns} quarter after exit divided by the number of exits.
 - Includes Youth employment, military, college, Advanced/Occupational skills training, or apprenticeship.
 - Wage records or supplemental data may be used to determine employment in the 2nd quarter after exit (supplemental data must be documented)
- b. Percentage in Employment, Education, or Training – Q4
 1. *“percentage of program participants who are in education or training activities, or in unsubsidized employment, during the fourth quarter after exit from the program” 20 CFR Part 677.155(c)(2)*
 2. The number of Youth employed or in education or training 4th quarter after exit divided by the number of exits.
 - Includes Youth in employment, military, college, Advanced/Occupational skills training, or apprenticeship.
 - Employment in the 4th quarter is independent of employment in the 2nd quarter after exit.
 - Employment in the 2nd and 4th quarters after exit ***does not*** have to be with the same employer.
 - Wage records or supplemental data may be used to determine employment in the 4th quarter after exit (supplemental data must be documented)
- c. Median Earnings – Q2
 1. *“measures median earnings of participants who are in unsubsidized employment during the second quarter after exit from the program” 20 CFR Part 677.155(c)(3)*

2. Total earnings in 2nd quarter after exit divided by the number of exits.
 - Only wage records may be used for determining program earnings.
 - Includes ALL earnings found in the 2nd quarter after exit.
 - Includes Youth population employed in the 2nd quarter after exit.

NOTE: Supplemental data ***will not*** be used for this measure.

d. Credential Rate

1. *“percentage of participants enrolled in an education or training program who obtained a recognized post-secondary credential or a secondary school diploma, or its equivalent, during participation in or within 1 year after exit from the program” 20 CFR Part 677.155(c)(4)*
2. The number of Youth attaining a HS diploma, GED or credential within one year after exit divided by the number of exits.
 - Only those who received education or training services are included.
 - Excludes participants in OJT and customized training.
 - HS diploma, GED, credential may be attained any time after registration up to the end of the 4th quarter after exit.
 - HS diploma or GED is included only if also employed or enrolled in education or training program leading to a postsecondary credential within 1 year from program exit.

e. In-Program Skills Gains

1. *“percentage of participants who, during a program year, are in an education or training program that leads to a recognized post-secondary credential or employment and who are achieving measurable skills gains during a program year” 20 CFR Part 677.155(c)(5)*
2. Measurable achievement in skills gains divided by the program year.
 - Achievement of at least one educational functioning level (EFL).
 - Attainment of HS Diploma or equivalent (GED).
 - Secondary or post-secondary transcript or report card for a sufficient number of credit hours that shows a participant is achieving the State unit’s academic standards.
 - Satisfactory or better progress reports, towards established milestones, such as completion of OJT or completion of 1 year of an apprenticeship program or similar milestones, from an employer or training provider who is providing training.
 - Successful passage of an exam that is required for a particular occupation or progress in attaining technical or occupational skills as evidenced by trade-related benchmarks such as knowledge-based exams.

Common Measures Performance Targets
Northwest Georgia Workforce Development Program (SDA-1)

WIOA Performance Measure	PY16 Goal	PY17 Goal
Adult Q2 Entered Employment	82%	84%
Adult Q4 Entered Employment	74%	77%
Adult Median Earnings	\$6,000	\$6,300
Adult Credential Rate	73%	75%
Adult In-Program Skills Gain	-	-
DW Q2 Entered Employment	85%	86%
DW Q4 Entered Employment	82%	84%
DW Median Earnings	\$6,700	\$7,000
DW Credential Rate	75%	77%
DW In-Program Skills Gain	-	-
Youth Q2 Placement in Employment or Education	74%	75%
Youth Q4 Placement in Employment or Education	71%	74%
Youth Median Earnings	-	-
Youth Credential Rate	76%	79%
Youth In-Program Skills Gain	-	-
Employer Measure	-	-

Northwest Georgia Workforce Development Board
Policy and Procedures
Individual Training Account System

Notification to Prospective Providers

Northwest Georgia Regional Commission (NWGRC) is responsible for procurement activities for the Northwest Georgia Workforce Development Board (WDB) and prepares a bidders' list consisting of training providers interested in potentially offering services in the WDB area. Solicitation of bids through an initial public invitation process was accomplished through public notice in the newspapers and the posting of a training provider application on the careerdepot.org web site. Letters of notice of applications were forwarded to all agencies indicated on the bidders' list. Although the solicitation was an open solicitation, further solicitations may be offered on an as-needed basis.

Receipt, logging of applications, and evaluation of responsiveness to the request will occur upon application transmittal to NWGRC. Applications will be reviewed for responsiveness; and a letter of non-responsiveness will be forwarded to training providers, if necessary. Letters will denote reasons for non-responsiveness and information needed to resolve and resubmit the application. If unable to resolve at the staff level, NWGRC will utilize the WDB Executive Committee in the appeals process.

Review and Evaluation

Training provider applications will be reviewed and evaluated by staff. The evaluation will include the application evaluation elements in the evaluation criteria, pre-award visits to new providers, verification of performance information, employee interviews, participant/student interviews, etc. The comparison to local criteria will include evaluation of stated performance against regional measures. Letters will be forwarded to training providers who fail to submit adequate information and applications may be reviewed upon submission of additional information. If fraudulent or faulty information is received, the application is denied, and an appeal ensues; NWGRC will utilize the WDB Executive Committee in the appeals process.

NWGRC will prepare summary reports on evaluation of training provider applications and submit to the Proposal Review Committee for approval and recommendation to the WDB and CCEO. A composite listing of eligible providers will be forwarded to the Georgia Department of Economic Development—Workforce Division (GDEcD-WD) for approval. Following State approval and listing of eligible providers on the State list, the State will provide letter notification to state-approved training providers. If a training provider is rejected during the initial NWGRC review, NWGRC will notify the bidder. If the bidder subsequently appeals, NWGRC will utilize the WDB Executive Committee in the appeals process. Any appeals based on local policies will be handled by the WDB Executive Committee.

Evaluation and Verification of Past Performance of Providers Not Automatically Eligible During the Initial Eligibility Period

After receiving the eligible training provider application from proposers, NWGRC will review past performance. For applicants providing services under Workforce Innovation and Opportunity Act (WIOA) for the last program year, NWGRC will review Georgia Work Ready Online Participant Portal (GWROPP) reports for past performance evaluation and verification. The reports may indicate provider and evaluation data such as completion rate, entered employment rate, average wage at placement, earnings replacement rate, employment in a training-related occupation, and percentage of jobs with benefits. Past

performance evaluation will include reviewing data against established performance outcomes measures. State WIOA performance goals, regional goals, and NWGRC goals will be considered in establishing provider performance outcome goals. For all applicants, NWGRC may contact customer references provided in applications to help verify provider data and customer satisfaction. Also, for all applicants, UI Wage Reports may be used to verify employment, employment dates, and wages. Employer references will be verified to ascertain both customer satisfaction and placement outcomes.

Local Board Criteria for Evaluating the Success and Customer Satisfaction of Organizations on the Eligible Provider List

A quarterly desk review of each eligible provider will address indicators which determine performance outcome measures compared to WDB plan performance outcomes. Those criteria are outlined in the WDB Performance Standards section of the local plan. Customer Satisfaction will be measured utilizing both the performance standards as well as customer satisfaction surveys.

Process to be used to update the Eligible Provider List

NWGRC will accept and review eligible provider applications throughout the program year. NWGRC will review and evaluate applications using the above-mentioned established process.

Procedures for review and approval of additional programs and price increases for approved training providers will be provided in an initial agreement. These procedures applicable for initial providers not automatically eligible, describe instructions for submitting program/price changes. Procedures for review and approval of additional programs and price increase are described below:

Procedure for Review and Approval of Additional Programs for Approved Training Provider:

1. Training providers should submit the Georgia ETP Application (attached) to NWGRC. Programs included in the application must exist at the time of application and be approved by the NPEC; the program(s) must be currently available to the general public and not solely dedicated/available to WIOA customers. At a minimum the following should be addressed: have at least five (5) students who have completed the program(s) of study and obtained training related employment, an identification of stable employment availability, employee benefits, starting wage, program length, all program costs, and if applicable, any program approval from an accrediting agency/organization and program history. Training providers are encouraged to submit other pertinent program information that may be helpful for review.
2. For requested programs that are not associated with demand occupations, training providers should submit to NWGRC the items listed above and three statements from employers verifying they would employ an individual who completes training.
3. NWGRC will compare the requested program(s) with other similar programs offered by approved training providers. Areas for comparison include price, length of the program, wage at placement, and provider location.
4. NWGRC will review the training provider's past efforts in providing services to customers. The training provider's success in achieving the WDB performance outcome goals will be reviewed.
5. Based on the results of the above steps, staff will either approve or disapprove the request and inform the WDB of the decision and reason at its next meeting.

6. NWGRC will notify the provider, in writing, stating conditional approval or disapproval.
7. If the results of the review are satisfactory, NWGRC will proceed to make an amendment to the provider's agreement adding the conditionally approved program to the provider's agreement.
8. If the additional program(s) is (are) approved, NWGRC will conduct a review of the training provider's success in achieving the appropriate WDB performance outcome goals.
9. NWGRC will notify GDEcD-WD upon final approval for inclusion on the state-approved training provider listing.

Procedure for Review and Approval of Eligible Training Provider Price Increases for Approved Training Providers

1. Training providers must submit to NWGRC notification of the price increase(s). Included in the notification should be a justification for the price increase(s) and, if applicable, any accrediting agency/organization that gave approval for these increases.
2. NWGRC will review the reasons for the price increase(s), the amount of the increase(s), and the provider's past success in achieving applicable WDB performance goals. The review will be submitted to the Proposal Review Committee for approval and recommendation to the WDB and CCEO.
3. NWGRC will notify the provider, in writing, stating approval or disapproval of the price increase(s) request. If approved, a formal amendment to the existing provider agreement will be processed and signed by both parties. Increased prices will not take effect until the amendment is signed and executed.
4. NWGRC will forward updated prices to GDEcD-WD for inclusion on the state-approved training provider listing.

Other Area or Regional Policies for Training Providers

The Georgia Department of Economic Development - Workforce Division (GDEcD-WD), as required by the WIOA, maintains a list of approved training providers and programs in Georgia. All other states maintain a list as well.

1. If a training provider located in Northwest Georgia applies to be an Individual Training Account (ITA) provider for the Northwest Georgia Workforce Development Region, the provider and its programs will be investigated by staff and brought before the WDB and CCEOs for approval or disapproval.
2. If a State approved training provider in a region located outside Northwest Georgia applies to be an ITA provider for the region, staff will investigate and determine if the provider and its programs are appropriate to provide services for our region. If found appropriate, the provider's application will not be brought before the WDB and CCEO.
3. If a training provider in another state applies to be an ITA provider for Northwest Georgia, staff will determine if the provider is on its own State approved ITA Provider List; if it is, staff will investigate and determine if the provider and its programs are appropriate to provide services for our region. Their application, also, will not be brought before the WDB and CCEO for approval.

4. If a training provider in another state applies to be an ITA provider for Northwest Georgia and is found to not be on an approved State ITA Provider List, the provider and its programs will be investigated by staff and brought before the WDB and CCEOs for approval or disapproval.

Process for Determining Which Customers Receive ITAs

This area is covered in Training Policies

Any Regional Agreements Regarding ITAs

This area is under review.

How Training Provider Performance Information will be Gathered, Verified, and Used to Determine Continuing Provider Eligibility

To gather training provider information, NWGRC contractors will contact customers throughout training and during follow-up. After the customer is employed, a career advisor will contact the employer by phone, letter, or e-mail to document performance information such as whether the job is training related, the starting wage, and whether the job offers benefits. The career advisor may refer to customer information taken during intake such as wage at dislocation for assistance in comparing customer entry wage with dislocated wage. The career advisor will conduct follow-up by contacting the customer and/or employer to note customer retention information. All training provider performance related to individual customers will be documented in customer files.

To determine continued eligibility of training providers, NWGRC will compare each training provider's performance data to NWGRC performance measure outcomes. In general, NWGRC will require that each provider's performance meet and/or exceed established WDB performance measure goals. If the goals are met, the training provider agreement may be allowed to continue. For providers that do not meet goals, NWGRC may place them on a limited slots' restriction. Under this restriction, a limited number of customers may be allowed to attend the provider's training; however, once the number has been reached, no other customers may attend training until another review of performance is conducted. Depending on the results of the review, the training provider agreement may be allowed to continue or be terminated.

Local Policies concerning other Financial Resources for Training (e.g., Pell, HOPE Grant, HOPE Scholarship, TANF, Welfare-to-Work, etc.) and other Linkages/Agreements Regarding Training across the Region

It is the policy of the Northwest Georgia WDB to coordinate WIOA training funds with Pell and HOPE funding. All customers must apply for Pell and HOPE funding, if eligible, and a cost-of-attendance worksheet be completed. Customers should apply as soon as a school is selected. Customers may begin training while these applications are in process. If another financial resource subsequently pays for or includes the cost-of-attendance in its financial package, the customer must pay back to WIOA the tuition and/or other duplicate costs of attendance expended on the customer's behalf. This policy applies to those customers who are seeking assistance for funding for schools that provide financial assistance under Title IV of the Higher Education Act and the Georgia HOPE Scholarship Program. If Pell and HOPE funding is denied, documentation of the denial must be included in the customer's file.

Staff will encourage customers to review funding assistance listed on the Georgia Career Information System.

Board Policies Regarding Training Contracts with Community-based Organizations or Other Training Providers with Proven Expertise in Serving Special Populations with Multiple Barriers to Employment and Populations to be served through these Existing Contracts.

Community-based organizations may apply to become eligible training providers by completing and submitting an eligible training provider application. The same method used to evaluate applications submitted by other types of entities will be used for applications submitted by community-based organization.

Registered Apprenticeship

Per directions from the GDEcD – WD, Registered Apprenticeships who request to be placed on the Eligible Training Provider List, are automatically included, as long as their program is registered with the United States Department of Labor (USDOL). They simply have to send their information to a local area, which passes it along to the state to be put on the State ETP list. Registered Apprenticeships are not subject to the same initial application and performance information as regular ITA's, as they are subject to a detailed application and vetting process with the USDOL. When requesting to work with our area, we will still send them a Training Provider Agreement to work with us.

The Final Rule allows apprenticeship programs that are not registered to go through the eligible training provider (ETP) process if they want to be on the ETP list. The rule does not provide apprenticeship programs that are not registered special access to the ETPL. The Registered Apprenticeship application is attached.

Northwest Georgia Workforce Development Board
Policy and Procedures
Individual Training Participants

Adults or dislocated workers determined eligible for Workforce Innovation and Opportunity Act (WIOA) funded services may select a provider from the STATE approved listing after consultation with a WIOA career advisor. If a participant receives career advisement and support services and the program of study is funded by PELL/HOPE funds, the Individual Training Account (ITA) policies will apply. The following policies may be utilized to establish local parameters for service.

Policies:

- (1) Training must be in occupations identified in the local WIOA Plan as growth and/or demand occupations or documentation of employment prospects for areas not listed in the plan should be provided.
- (2) Training must result in an employment wage sufficient to attain self-sufficiency without the aid of public assistance.
- (3) Training must be at full-time status (as defined by the institution as specified in the contract with NWGRC). Exceptions to this policy may be approved, in writing, on a case-by-case basis.
- (4) Programs should not exceed 104 weeks (two years). Exceptions to this policy may be approved on a case-by-case basis and requests should include evidence that financial support is available during extended training periods.
- (5) RN, dental hygienist, teachers and radiological technicians, without limitations of funding, may be extended for three years. If necessary, and with approval of staff, the four occupations may be extended beyond the three year limitation.
- (6) In general, all training programs must be within a reasonable commute of the WIOA local area that may include out of the area and out of state training institutions. Out of the area training programs that are not within commuting distance to the WIOA local area may be approved on a case by case basis. All approved training must be located within the contiguous United States.
- (7) All applicants must apply for the Pell Grant and/or HOPE Grant/Scholarship program, if eligible. All grants must be applied towards tuition and fees prior to the use of WIOA funding.
- (8) WIOA funding may be provided for college level instruction only if all of the following conditions have been met:
 - (a) The customer must be accepted into a certificate, diploma, or degree program, and the course of study must be occupation specific (i.e. Radiologic technician, accounting, teacher certification). No funds shall be provided for general academic programs (i.e., General Studies, Bachelors of Art, etc.)
 - (b) Total course of study will take no longer than 104 weeks (2 years) to complete and be a certificate, diploma, or degree program.

- (c) The customer must demonstrate that he/she has the financial resources to attend long term training.
- (9) Continuing Education and other similar courses will be approved if the following conditions apply:
 - (a) The customer must have a specific occupational goal.
 - (b) The customer must present evidence describing how the proposed training will increase his/her employment marketability.
- (10) ITAs may be utilized for expenses related to training, including, but not limited to, the following: books, tuition and fees, supplies, uniforms and shoes, certification, licensing, testing fees, drug testing for entrance into training, medical requirements for training entrance, etc.
- (11) Customers accepted on a provisional basis may receive assistance on a case-by-case basis.
- (12) ITAs will not be used for payment of late fees caused by customer error or delay. The customer will be responsible for these fees, as he/she is responsible for other fines or penalties.
- (13) Each local Workforce Development Board will determine funding limitations. A guide to training limitations follows:
 - (a) Up to \$6,500 in training costs, excluding support, may be expended for each participant for the first year of training.
 - (b) For training that extends beyond one year, total training costs may not exceed \$10,400, excluding support.

If the cost of training exceeds funds limitation guidelines, career advisors should assist in developing a financial plan to cover total costs of training. Customers shall not be required to apply for or access student loans, or incur personal debt as a condition of participation.

Service Priority for Individualized Services and Training Services

Priority for adult services must be given to recipients of public assistance or other low-income individuals; with added priorities for individuals who are basic skills deficient. Priority applies regardless of funding levels. Individualized career services and training services must be given on a priority basis, regardless of funding levels, to:

- A. Public assistance recipients, other low-income adults; and
- B. Individuals who are basic skills deficient.

Veterans under WIOA Sec. 3 (63)(A) receive priority of service as described in the Jobs for Veterans Act (38 U.S.C 4215 (2)). Veterans and eligible spouses of veterans who otherwise meet the eligibility requirements for adults programs must receive the highest priority for services. TEGL 3-15 references TEGL 10-09 regarding order of priority for veterans and eligible spouses. Priority must be provided in the following order:

- 1) First priority will be given to veterans and eligible spouses who are also recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient. Military earnings are not included as income for veterans and transitioning service members.
- 2) Second, to individuals who are not veterans or eligible spouses who meet WIOA priority criteria.
- 3) Third, to veterans and eligible spouses who are not included in WIOA's priority groups.
- 4) Last, to individuals outside the groups given priority under WIOA including individuals with disabilities, single parents, older individuals, long-term unemployed, offenders, individuals who lack a high school diploma or GED, individuals lacking self-sufficiency, and other groups needing assistance as long as the priorities groups are adhered to in order.

Veterans' Service Priority

In accordance with the Veterans' Priority Provisions of the "Jobs for Veterans Act" (PL107 288) and as specified by the Veterans' Benefits, Health Care, and Information Technology Act of 2006 the following policy and procedure is adopted by the Northwest Georgia Workforce Innovative and Opportunity Act Program.

References:

- Associated Regulations (20 CFR Part 1010)
- Training and Employment Guidance Letter (TEGL) 10-09
- Workforce Innovative and Opportunity Act Regulations - 20 CFR Section 663.600

Definitions

For priority of service purposes, a covered person is a:

- I. Veteran - an individual who has served at least one day in active military, naval or air service, and was discharged under "other than dishonorable" conditions. This includes full-time duty in the National Guard or a Reserve component, except full-time duty for training purposes.
- II. Eligible spouse - the spouse of:
 - a. any veteran who died of a service-connected disability;

- b. any member of the Armed Forces serving on active duty who, at the time of the spouse's request for priority has been listed for at least 90 days as: missing in action; captured in line of duty by a hostile force; or forcibly detained or interned in line of duty by a foreign government or power;
- c. a veteran who has a total disability resulting from a service-connected disability (as determined by the Department of Veterans Affairs); or
- d. a veteran who died while a total disability, resulting from a service-connected disability, was in existence

*Veteran, as specified at 38 U.S.C. 101(2) and under the Workforce Innovative and Opportunity Act (WIOA) and codified at 29 U.S.C. 2801(49)(A)

Identifying and Informing Covered Persons:

All covered persons will be identified at the point of entry to WIOA programs and/or services so they can take advantage of priority of service. Point of entry includes W IA physical locations, One Stop Career Centers, web sites and other virtual service delivery resources. All covered persons must be made aware of their entitlement to priority of service; the full array of programs and services available to them; and, any applicable eligibility requirements for those programs and/or services. Covered persons must be given priority of services throughout the continuum of services.

Each One Stop will have posters and brochures in use as well as the GDOL Veteran/Eligible Spouse Priority of Service Information form.

Verification of veteran status does not need to be established at point of entry except in limited circumstances.

All entities specified above must have in place policies and procedures to insure that all covered persons are quickly identified and informed of their priority to obtain services throughout the continuum of services. Compliance will be monitored as part of overall programmatic monitoring.

Implementing and Applying Priority of Service

Veterans and eligible spouses will receive priority of service.

Eligible covered persons have the right to take precedence over eligible non covered persons in obtaining services which means that the covered person receives access to the service or resource earlier in time than the non-covered person; or the covered person receives access to the service or resource instead of or before the non-covered person if the service or resource is limited. Priority of service shall be applied as stated in Section I previously.

The data to be collected includes the services provided to and the outcomes experienced by covered persons and non-covered persons receiving services.

NWGRC and the One-Stop Operator will meet on a regular basis and assist in the development and dispensing of One-Stop policies. These policies are then provided on-line at www.careerdepot.org.

All veteran's priority posters are placed near equal opportunity posters at point of entry of customers.

The One-Stops and other service providers will refer Veterans with significant barriers to employment to the Disable Veterans Outreach Program to ensure the most effective provision of services. Staff contact information will be provided to each of the One-Stops and other service providers and will be updated periodically. Contact information will also be provided at www.careerdepot.org.

NWGRC will monitor Veteran participation by on-going data collection. Veteran participation will be encouraged through marketing and outreach efforts.

Related Definitions:

- 1) Basic Skills Deficient:** An individual that is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual's family, or in society. Criteria used to determine whether an individual is basic skills deficient includes the following:
 - a) Enrolled in a Title II Adult Education/Literacy program in first four Educational Functioning Levels.
 - b) Unable to read English or write at an 8.9 or below grade level (through TABE assessment) or assessing as appropriate using BEST Literacy any of the six Adult Educational functioning levels at or below 78 score.
 - c) Unable to speak English and determined to be Limited English speaking proficient through staff-documented observations or administering Best Plus which meets any of the six Adult Education levels at or below 540 score.
 - d) Being at an 8.9 or below grade level on TABE in computing skills.
 - e) Other objective criteria determined to be appropriate by the local area and documented in its required policy.

2) Lacks self-sufficiency:

WIOA section 134 (a)(3)(A)(xii) and section 134 (d)(1)(A)(x) addresses state and local determinations of economic self-sufficiency standards that specify the income needs of families, by family size, number and ages of children in the family, and sub-state geographical considerations.

Under WIOA sec. 134(c)(3)(A), training services may be made available to employed and unemployed adults and dislocated workers who, among other criteria, are unlikely or unable to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment through career services, and are in need of training services to obtain or retain employment leading to economic self-sufficiency or wages comparable to or higher than wages from previous employment.

An individual is declared to "lack self-sufficiency" if:

- a) An individual has a personal or family income that is at or below 175% of the Lower Living Standard Income Level (LLSIL) (Supporting documentation must be provided);
- b) A Food stamp or TANF recipient (current or within the last six months);
- c) A Supplemental Social Security Income recipient; or
- d) An individual (single family of one) who is employed, but in a job earning \$10.69(Living Wage Calculator for the State of Georgia) an hour or less. (See the Living Wage Calculator Section Below) for individual counties with respective wage in Northwest Georgia.

Dislocated workers may be considered to lack self-sufficiency if they are employed, but in a job/occupation that is at a wage or skill level that is at 80% or less than the job of dislocation.

3) Living Wage Calculator: The living wage shown is the hourly rate that an individual must earn to support their family, if they are the sole provider and are working full-time (2080 hours per year). All values are per adult in a family unless otherwise noted. The living wage calculator estimates the living wage needed to support families of twelve different compositions: one adult families with up to three dependent children, two adult families where both adults are in the work force with up to three dependent children, and two adult families where one adult is not in the work force with up to three dependent children.

The calculator includes estimates for single adult households, two adult households with one adult working, and two-adult households with two adults working. In two adult households with children and one adult working, the second adult is assumed to be providing child care. Working adults are assumed to be working full-time; work is assumed to be year-round, 40 hours per week for 52 weeks, per adult.

The living wage is calculated at the county, metropolitan area, state, regional, and national level. Unless otherwise noted, geographic definitions are consistent with those published by the Office of Management and Budget. Reported national values are calculated as the average (mean) state living wage.

The Living Wage Calculator at <http://livingwage.mit.edu/> will be utilized at the discretion of the Career Planner to document "lacks self-sufficiency" standards.

4) Underemployed All Programs

An individual who is working part time but desires full time employment or who is working in employment not commensurate with the individual's demonstrated level of educational attainment.
[TEGL 14 00 Change 1.]

Service to Individuals Not Residing in the Area:

Priority for training services will be given to residents of the Northwest Georgia area for adult, youth, and dislocated worker applicants. Services for dislocated workers will also be given to employees of companies whose place of employment is/was within the Northwest Georgia service area. Informational and core services will be universally available to all customers regardless of residence. Residents of other service areas desiring intensive and/or training services, unless dislocated workers as stated above, will be referred to the WDB in their area.

NORTHWEST GEORGIA REGIONAL COMMISSION GRIEVANCE POLICY AND PROCEDURE

Pursuant to section 181 and 188 of the Workforce Innovation and Opportunity Act (WIOA) and in compliance with 29 U.S.C. 3241 and 29 U.S.C 3248, the Northwest Georgia Workforce Development Board (WDB) shall adhere to an established complaint and grievance procedure.

The following complaint and grievance procedure shall be implemented for any complaints and/or grievances that arise at the Workforce Development Area – Region 1 (WIOA-1) level:

GENERAL POLICY

If any individual, group, or organization has a complaint, the problem should first be discussed informally between those involved before a grievance is filed. Applicants and Participants for services through WIOA Title I paid for by the Northwest Georgia Regional Commission (NWGRC) and/or the Northwest Georgia Regional Workforce Development Board (NWGWDB) will be treated fairly. Complaints/grievances should be filed in accordance with the written procedures established by Northwest Georgia Regional Commission. Signed and dated grievance forms with accurate contact information are included in all participant case files. **If you believe you have been harmed by the violation of the Workforce Innovation and Opportunity Act or regulations of this program, you have the right to file a complaint/grievance.**

EQUAL OPPORTUNITY POLICY

NWGRC adheres to the following United States law: "No individual shall be excluded from participation, denied the benefits of, subjected to discrimination under, or denied employment in the administration of or in connection with any such program or activity because of race, color, religion, sex, national origin, age, gender identity, disability, or political affiliation, belief or citizenship/status as a lawfully admitted immigrant authorized to work in the United States." References include: The Workforce Innovation and Opportunity Act of 2014 P. L. 113-128 USDOL Regulations Implementation of the Nondiscrimination and Equal Opportunity Provisions of the Workforce Innovation and Opportunity Act of 2014 29 C.F.R.§ 38.1 effective January 3, 2017.

COMPLAINTS OF DISCRIMINATION

The NWGRC is prohibited from, and does not engage in, discriminating against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, gender identity, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIOA Title I financially assisted program or activity.

The complainant has the right to be represented in the complaint process by an attorney or other representative.

If you think that you have been subjected to discrimination under a WIOA-funded program or activity, you may file a complaint within 180 days from the date of the alleged violation with the Northwest Georgia Regional Commission, WIOA Equal Opportunity Officer, Phyllis Walker, P.O. Box 1798, Rome, GA 30162-1798, (706) 295-6485, TDD 1-800-255-0056, pwalker@nwgrc.org, or with the Director, Civil Rights Center (CRC), U.S. Department of Labor, 200 Constitution Avenue NW, Room 4123, Washington, DC 20210.

OR

Complaints may also be filed with the Georgia Department of Economic Development, Workforce Division, WIOA Title I Equal Opportunity Officer, 75 Fifth Street, NW, Suite 845, Atlanta, GA 30308, (404) 962-4136, TTY/TDD 1-800-255-0056.

Furthermore, the USDOL Civil Rights Center provides a complaint form which should be utilized, if sending a discrimination-based complaint, and can be found at <http://www.dol.gov/oasam/programs/crc/external-enforc-complaints.htm>

If the complainant chooses to file the discrimination complaint with the Northwest Georgia Regional Commission or Georgia Department of Economic Development, Workforce Division, (GDEcD-WD) then GDEcD-WD or the NWGRC has 90 days to resolve the complaint and issue a written Notice of Final Action. Options for resolving the complaint must include alternative dispute resolution, at the complainant's choice.

If the complainant is dissatisfied with the resolution of his/her complaint at NWGRC or the State level, the complainant may file a new complaint with the CRC within 30 days of the date on which the complainant receives the Notice of Final Action.

If GDEcD-WD, or NWGRC fails to issue the Notice within 90 days of the date on which the complaint was filed, the complainant may file a new complaint with CRC within 30 days of the expiration of the 90-day period (in other words, within 120 days of the date on which the original complaint was filed).

NWGRC will offer full cooperation with any local, state, or federal investigation in accordance with the aforementioned proceedings, or with any criminal investigation.

Procedures for filing a complaint are listed at www.careerdepot.org.

COMPLAINTS OF FRAUD, ABUSE OR OTHER ALLEGED CRIMINAL ACTIVITY

In cases of suspected fraud, abuse or other alleged criminal activity, you should direct your concerns to one of the following:

1. Georgia Department of Economic Development, Workforce Division
Tel: 404-962-4005
Mailing Address: GDEcD, Workforce Division
Attn: Compliance Team
75 Fifth Street, NW, Suite 845
Atlanta, GA 30308
2. Georgia Office of Inspector General
Tel: 1-866-435-7644 (1-866-HELPOIG)
Mailing Address: 2 M.L.K. Jr. Dr., SW
1102 West Tower
Atlanta, Georgia 30334
Complaint Form: <http://oig.georgia.gov/file-Complaint>
3. United States Department of Labor, Office of Inspector General
Tel: 202-693-6999 or 1-800-347-3756
Mailing Address: Attn: Hotline, Office of Inspector General
U.S. Department of Labor
200 Constitution Ave., NW
Room S-5506 Washington, D.C. 20210
Complaint Form: <https://www.oia.dol.gov/hotlinecontact.htm>

COMPLAINTS AGAINST PUBLIC SCHOOLS

If the complaint is not resolved informally and it involves public schools of the State of Georgia, the grievance procedure will comply with WIOA and OCGA 20-2-989.5.

ALL OTHER COMPLAINTS (VIOLATIONS OF THE ACT OR REGULATIONS)

All other complaints must be filed within 180 days after the act in question by first submitting a **written** request for resolution to:

Phyllis Walker
WIOA Equal Opportunity Officer
Northwest Georgia Regional Commission
P.O. Box 1798
Rome, Georgia 30162-1798
709.295.6485
pwalker@nwgrc.org

Lloyd Frasier
Executive Director
Northwest Georgia Regional Commission
P.O. Box 1798
Rome, GA 30165
706.295.6485
lfrasier@nwgrc.org

Complaints filed with NWGRC must contain the following:

- A. Full name, telephone number, email (if any), and address of the person making the complaint.
- B. Full name, telephone number, email, and address of the person/organization against whom the complaint is made.
- C. A clear but brief statement of the facts that the alleged violation occurred, including date(s), identification of ALL relevant parties, and any supporting documentation.
- D. Relief requested.
- E. Complainant's printed name, signature and date.

For the grievance/complaint submission form, see pages six and seven of these procedures. The staff of the NWGRC shall provide assistance with the filing of the grievance/complaint submission form upon request of the person making the complaint. Such assistance may include, but shall not be limited to, providing instructions on how to file a complaint; providing reasonable accommodations to complainants with disabilities in accordance with Federal law; providing relevant copies of documents such as WIOA, regulations, local rules, contracts, etc.; and providing clarifications on the relevant provisions. This requirement shall not be interpreted as requiring the release of identifiable information.

A complaint will be considered to have been filed when NWGRC receives from the complainant a written statement, including information specified above which contains sufficient facts and arguments to evaluate the complaint.

Upon receipt of the complaint, the NWGRC WIOA Equal Opportunity Officer will initiate efforts with the complainant and others involved bringing resolution as soon as possible. This will include a meeting of all parties with the hope of reaching a mutually satisfactory resolution. If the complaint has not been resolved to the satisfaction of the complainant during the informal resolution effort, the NWGRC WIOA Equal Opportunity Officer will arrange appointment of a hearing officer to conduct a hearing for settlement of the complaint to be held within 60 days of grievance filing, if the complainant wishes. Complainant may request a hearing provided that such request must be written and addressed to the NWGRC WIOA Equal Opportunity Officer.

A Complaint may be amended to correct a technical deficiency at any time up until the date of resolution or the date of a hearing, if a hearing is requested in writing prior to the issuance of a resolution. Complaints may be withdrawn by the Complainant at any time prior to the issuance of a resolution. In the event a Complaint is received which does not contain enough information to enable the NWGRC to resolve the issue, the NWGRC shall make reasonable efforts to contact the Complainant and gather additional, necessary information.

In the event that a Complaint is filed and the NWGRC lacks jurisdiction to resolve the NWGRC shall immediately issue written notice to the Complainant informing him/her of their lack of jurisdiction.

NWGRC shall record all Complaints in a Complaint log. At a minimum, the following information shall be collected: Complainant's name and contact information; the date the Complaint was filed; the date the NWGRC issued a formal or informal resolution; and a brief description of the Complaint. As the Complaint log may contain personally identifiable information, the NWGRC shall take every step necessary to ensure the information is protected and only made available to staff or management authorized to view it. In compliance with 29 C.F.R. § 38.39, all alleged discrimination records will be kept at a minimum of three (3) years at a second facility. If the file is in litigation, the file will be kept until the issue has been resolved.

NWGRC shall issue a written resolution for each Complaint received no later than sixty (60) days from the date the Complaint is filed. The written resolution shall contain the following, at a minimum:

- a. A recitation of the issues alleged in the Complaint;
- b. A summary of any evidence and witnesses presented by the Complainant and the respondent;
- c. An analysis of the issues as they relate to the facts; and
- d. A decision addressing each issue alleged in the Complaint.

Every Complainant shall have the opportunity for a hearing for any Complaint that is filed. A request for a hearing must be made in writing by the Complainant, preferably at the time the Complaint is initially filed. However, a Complainant may file a written request for a hearing within sixty (60) days of the date the Complaint was filed. If a request for a hearing is made, then the hearing shall be held as soon as reasonably possible to enable a resolution of the Complaint no later than sixty (60) days from the day the Complaint is filed. The NWGRC shall use the following procedures if a hearing is requested:

Upon receiving written notice of the Complainant's request for a hearing, the NWGRC shall respond in writing acknowledging the Complainant's request and notifying the Complainant and the respondent of the date of the hearing. Such acknowledgment and notice shall be transmitted to the Complainant and the respondent within ten (10) business days of receipt of the Complainant's request. The notice shall include, at a minimum:

1. The date of issuance;
2. The name of the Complainant;
3. The name of the Respondent against whom the Complaint has been filed;
4. A statement reiterating that the Complainant and Respondent may be represented by legal counsel at the hearing;
5. The date, time, and place of the hearing, including the name of the hearing officer serving as an impartial party;
6. A statement of the alleged violations of WIOA (This may include clarification of the original Complaint, but must accurately reflect the content of the submitted documentation of the Complainant);
7. A copy of any policies or procedures for the hearing or identification of where such policies may be found; and
8. The name, address, and telephone number of the contact person issuing the notice.

The hearing must include an impartial hearing officer selected by the NWGRC; an opportunity for both the Complainant and Respondent to present an opening statement, witnesses and evidence; an opportunity for

each party to cross-examine the other party's witnesses; and a record of the hearing which the NWGRC shall create and retain.

The hearing officer, considering the evidence presented by the Complainant and Respondent, shall issue a written decision which shall serve as the official resolution of the Complaint. The decision shall include the following information, at a minimum: the date, time, and place of hearing; A recitation of the issues alleged in the Complaint; a summary of any evidence and witnesses presented by the Complainant and the respondent; an analysis of the issues as they relate to the facts; and a decision addressing each issue alleged in the Complaint.

Hearings on any complaint/grievance filed shall be conducted within 30 days of any failed informal resolution. Written decisions shall be rendered not later than 60 days after the hearing. Attempts at informal resolution may proceed during the 30-day period between the filing and hearing of the complaint/grievance and prior to the rendering of a decision on the complaint/grievance.

If the complainant(s) does not receive a written decision from the Hearing Officer within 60 days of the hearing of the complaint/grievance, or receives a decision unsatisfactory to the complainant(s), the complainant(s) then has/have a right to request a review by the state using the WIOA complaint Information Form found at <http://www.georgia.org/competitive-advantages/workforce-division/technical-assistance/>.

Ben Hames, Deputy Commissioner
Georgia Department of Economic Development, Workforce Division
75 Fifth Street, NW Suite 845
Atlanta, GA 30308
Phone: 404-962-4005
FAX: 404-876-1181

Such appeal shall be filed within sixty (60) days of the date of the written decision issued by the NWGRC.

The Deputy Commissioner shall act as the Governor's authorized representative. Either an informal resolution or a hearing will take place within sixty (60) calendar days of the filing. If the State does not respond within the 60 days, or either party wants to appeal the decision, WIOA allows for a formal appeal by certified mail, return receipt requested to Secretary, U.S. Department of Labor, 200 Constitution Avenue, NW, Washington, DC 20210, Attention: ASET (202) 693-3015. A copy of the appeal must be simultaneously provided to the appropriate ETA Regional Administrator and the opposing party.

Federal appeals must be made within thirty (30) calendar days of the receipt of the local or State decision. USDOL will make a final decision no later than 120 days after receiving a formal appeal. USDOL will only investigate grievances and complaints arising through the established procedures. WIOA does not allow for federal intervention until and unless the proper, formal procedure has been followed.

No applicant, participant, employee, service provider or training provider will be intimidated, threatened, coerced or discriminated against because they have made a complaint, testified, assisted or participated in any manner in an investigation, proceeding or hearing.

SECTION VI

❖ **Key Terms**

❖ **Assistance Resource List**

Workforce Innovation and Opportunity Act Key Terms

BASIC CAREER SERVICES - Basic career services are universally accessible and must be made available to all individuals seeking employment and training services in at least one comprehensive American Job Center per local area. Generally, these services involve less staff time and involvement and include services such as: eligibility determinations, initial skill assessments, labor exchange services, provision of information on programs and services, and program referrals. These services may be provided by both the Adult and Dislocated Worker programs, as well as by the Employment Service.

BASIC SKILLS DEFICIENT (WIOA sec. 3(5)) – means, with respect to an individual— (A) who is a youth, that the individual has English reading, writing, or computing skills at or below the 8th grade level on a generally accepted standardized test; or (B) who is a youth or adult, that the individual is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual’s family, or in society.

CAREER PATHWAY (WIOA sec. 3(7)) – means a combination of rigorous and high-quality education, training, and other services that— (A) aligns with the skill needs of industries in the economy of the State or regional economy involved; (B) prepares an individual to be successful in any of a full range of secondary or postsecondary education options, including apprenticeships registered under the Act of August 16, 1937 (commonly known as the “National Apprenticeship Act”; 50 Stat. 664, chapter 663; 29 U.S.C. 50 et seq.) (referred to individually in this Act as an “apprenticeship”, except in section 171); 2 (C) includes counseling to support an individual in achieving the individual’s education and career goals; (D) includes, as appropriate, education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster; (E) organizes education, training, and other services to meet the particular needs of an individual in a manner that accelerates the educational and career advancement of the individual to the extent practicable; (F) enables an individual to attain a secondary school diploma or its recognized equivalent, and at least 1 recognized postsecondary credential; and (G) helps an individual enter or advance within a specific occupation or occupational cluster.

CAREER PLANNING (WIOA sec. 3(8)) – means the provision of a client-centered approach in the delivery of services, designed- (A) To prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary workforce investment activities and supportive services, using, where feasible, computer-based technologies; and (B) To provide job, education, and career counseling, as appropriate during program participation and after job placement.

CAREER SERVICES – WIOA authorizes “career services” for adults and dislocated workers, rather than “core” and “intensive” services, as authorized by WIA. There are three types of “career services”: basic career services, individualized career services, and follow-up services. These services can be provided in any order; there is no sequence requirement for these services.

CREDENTIAL - This indicator measures attainment of two types of credentials: either a recognized postsecondary credential, or a secondary school diploma or its recognized equivalent.

ELIGIBLE TRAINING PROVIDER – an organization, entity, or institution, such as a public or private college and university, community-based organization, or proprietary school whose application has been approved by the local workforce board and submitted to the State for inclusion on the State ETPL to provide training services through the use of an ITA or training provided (WIOA exception) through a contract for services.

ELIGIBLE TRAINING PROVIDER LIST (ETPL) - A statewide compilation of providers that are approved to provide services through the One-Stop system described by WIOA. These lists contain consumer information, including cost and performance information for each of the providers, so that customers may make informed choices.

EXIT – an exit occurs when a participant has not received a service funded by WIOA or a partner program for 90 consecutive calendar days and is not scheduled for future services.

FOLLOW-UP SERVICES - States and local areas must provide follow-up services for adults and dislocated worker participants who are placed in unsubsidized employment, for up to 12 months after the first day of employment. States and local areas must establish policies that define what are considered to be appropriate follow-up services, as well as policies for identifying when to provide follow-up services to participants. One type of follow-up service highlighted in WIOA is to provide individuals counseling about the work place. Follow-up services do not extend the date of exit in performance reporting; for more information on performance reporting see TEGL 10-16.

INDIVIDUAL EMPLOYMENT PLAN (IEP) (20 CFR 680.170) – is an individualized career service, under WIOA sec. 134(c)(2)(a)(xii)(II), that is developed jointly by the participant and career planner when determined appropriate by the one-stop operator or one-stop partner. This plan is an ongoing strategy to identify employment goals, achievement objectives, and an appropriate combination of services for the participant to achieve the employment goals.

INDIVIDUALIZED CAREER SERVICES - Individualized career services must be provided to participants after American Job Center staff determines that such services are required to retain or obtain employment, consistent with any applicable statutory priorities. Generally, these services involve significant staff time and customization to each individual's need. Individualized career services include services such as: specialized assessments, developing an individual employment plan, counseling, work experiences (including transitional jobs), etc.

INDIVIDUAL TRAINING ACCOUNT (ITA) - A training plan obligation and expenditure account established on behalf of a WIOA eligible participant to establish a plan for payment for an approved program of training services.

PARTICIPANT (20 CFR 677.150) – is a reportable individual who has received services other than the services described in paragraph (a)(3) of this section, after satisfying all applicable programmatic requirements for the provision of services, such as eligibility determination.

- (1) For the Vocational Rehabilitation (VR) program, a participant is a reportable individual who has an approved and signed Individualized Plan for Employment (IPE) and has begun to receive services.
- (2) For the WIOA title I youth program, a participant is a reportable individual who has satisfied all applicable program requirements for the provision of services, including eligibility determination, an objective assessment, and development of an individual service strategy, and received 1 of the 14 WIOA youth program elements in sec. 129(c)(2) of WIOA.
- (3) The following individuals are not participants:
 - (a) Individuals in an Adult Education and Family Literacy Act (AEFLA) program who have not completed at least 12 contact hours;
 - (b) Individuals who only use the self-service system;

- i. Subject to paragraph (a)(3)(ii)(B) of this section, self-service occurs when individuals independently access any workforce development system program's information and activities in either a physical location, such as a one-stop center resource room or partner agency, or remotely via the use of electronic technologies.
- ii. Self-service does not uniformly apply to all virtually accessed services. For example, virtually accessed services that provide a level of support beyond independent job or information seeking on the part of an individual would not qualify as self-service. c. Individuals who receive information-only services or activities, which provide readily available information that does not require an assessment by a staff member of the individual's skills, education, or career objectives.

(4) Programs must include participants in their performance calculations.

PERIOD OF PARTICIPATION – refers to the period of time beginning when an individual becomes a participant and ending on the participant's date of exit from the program.

PROGRAM OF TRAINING SERVICES – a program of training services is: one or more courses or classes that, upon successful completion, lead to (i) a recognized post-secondary credential, secondary school diploma or its equivalent, (ii) training-related employment, or (iii) measurable skills gains toward such credential or employment.

QUALIFIED APPRENTICESHIP – A program approved and recorded by the ETA Bureau of Apprenticeship and Training or by a recognized state apprenticeship agency or council. Approval is by certified registration or other appropriate written credential.

RECOGNIZED POSTSECONDARY CREDENTIAL - a credential consisting of an industry-recognized certificate or certification, a certificate of completion of an apprenticeship, a license recognized by the State involved or Federal government, or an associate or baccalaureate degree, as well as graduate degrees for purposes of the VR program as required by section 103(a)(5) of the Rehabilitation Act of 1973, as amended - 13 - by title IV of WIOA.

REPORTABLE INDIVIDUAL (20 CFR 677.150) – is an individual who has taken action that demonstrates an intent to use program services and who meets specific reporting criteria of the program, including: (1) Individuals who provide identifying information; (2) Individuals who only use the self-service system; or (3) Individuals who only receive information-only services or activities.

VENDOR – An entity responsible for providing generally required goods or services to be used in the WIOA program. These goods or services may be for the recipient's or sub-recipient's own use or for the use of participants in the program.

VOUCHER – The actual ITA document, paper or electronic, that may be utilized to purchase training services.

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

1. *What is an Individual Training Account?*

An Individual Training Account (ITA) is a training plan obligation and expenditure account established on behalf of a WIOA eligible participant to establish a plan for payment for an approved program of training services. 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 Development Boards (WDBs) may establish monetary and time limits for such vouchers. Additionally, local WDBs will identify local training needs identified by area businesses, as will be noted in their respective local WIOA plans.

2. *Who are eligible providers of training services?*

Eligible Training Providers (ETP) are entities that make available programs which are eligible to receive WIOA funds for adults and dislocated worker participants who enroll in training programs through Individual Training Accounts (ITAs). ITAs may also be utilized for WIOA youth funds to provide training for older, out-of-school youth ages 18-24. To be eligible to receive training funds, the ETP shall be one of the following:

- Post-secondary education institutions that provide a program which leads to a postsecondary credential;
- Entities that carry out programs registered through the National Apprenticeship Act (Registered Apprenticeship Programs);
- Other public or private training providers, which may include: community-based organizations, joint labor-management organizations, pre-apprenticeship programs and occupational/technical training;
- Eligible providers of adult education and literacy activities, if combined with skills training; or
- Local Workforce Development Boards (LWDBs), if they meet the conditions of WIOA Sec. 107(g)(1).

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

WIOA requires the Governor, through the Georgia Department of Economic Development's Workforce Division (WFD), to establish criteria, information requirements and procedures regarding the eligibility of providers of training services to receive funds under Sec. 122 (b) of WIOA. The State Eligible Training Provider/Program List (ETPL), including performance and cost information, is publicly available online through WFD's website with a searchable database to serve all significant populations groups.

4. *What is the process for determining provider eligibility?*

Each local WDB 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 WDB, 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 WDBs responsibilities include:

- Determining initial eligibility of entities providing training programs and considering the possible termination of providers due to submission of inaccurate eligibility and performance information or a substantial violation of WIOA requirements;
- Working with WFD to ensure sufficient numbers and types of providers of training services exist, including providers with expertise in assisting adults in need of adult education and literacy activities;
- Ensuring the dissemination and use of the State ETPL, including formats accessible to individuals and literacy activities;
- Requiring additional criteria and information from providers to become eligible in that local area, if desirable; and
- Setting higher levels of performance than those required by WFD as criteria for local programs to become or remain eligible to provide services in the local area, if desirable.

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

No. Program applications need only be made with one LWDB for possible inclusion on the State ETPL. Once approved for placement on the State ETPL, an approved program is available to all Georgia LWDBs and cooperative States.

6. *If a training provider submits an application to multiple Workforce Development Boards, and is recommended to the State for approval in one area, and not 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 WDB 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 WDB 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 Development Board or Youth Council also be a training provider?*

Yes. The GDECD will develop and disseminate separate conflict of interest guidelines to assist local WDB 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. *Although it is referred to as an "eligible provider list", is it not 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.

9. *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.

10. Can a training provider apply directly to the GDEcD for inclusion on the list?

No. The WIOA requires that the statewide list be compiled based on evaluations and recommendations by local WDBs and passed on to the State for evaluation and approval. The only exception to this is noted in automatic eligible providers.

11. 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.

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

GDECD continues to develop comprehensive data for local WDBs and agencies, available through its Workforce Information and Analysis Division. GDECD'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 WDBs to identify their respective training needs and by customers to help with their informed decision making.

13. 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.

14. 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 WDB 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.

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

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

16. If a school is planning to open on or about July 1, 2018, 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.

17. 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 LWDB and State minimum standards.
- Inaccurate information regarding a program was intentionally supplied.
- Training programs are not reflective of the demand occupations for the area.

18. *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 WIOA, 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 WIOA 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 WIOA. 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 WDB 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.

19. *Are youth eligible to receive Individual Training Accounts?*

Only individuals aged 18-24 who may be considered adults may access ITAs with adult funds.

20. *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 LWDB 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 WIOA implementation policy guidance under development.

21. *Will GDECD 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 GDECD will compile and disseminate a list of eligible youth providers via our Web-based automated statewide list.

22. *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 WDB. 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 GDECD's ITA Technical Assistance Guide accommodates this process.

23. *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.

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

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

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

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

26. *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.

27. *Can programs be added after July 1, 2000?*

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

28. *When the approved EPL is issued, can a local WDB 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 WDB paying for it. The local WDBs would then need only to execute an appropriate agreement with the training provider.

29. *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 WDB policies and selection of a training program after consultation with a career adviser. The process will be recorded in a career plan.

30. *Who approves the ITA?*

Depending upon local policy, the ITA may be approved by a customer's career adviser, 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.

31. *What criteria are 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 WDB 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.

32. *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. LWDB staff may inform customers and facilitate career decisions; however, the ultimate decision rests with the customer within defined local policies and parameters. The career adviser'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.

33. *Will the State establish a maximum ITA dollar amount, or the LWDB only approve a certain dollar amount for training?*

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

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

Yes. The GDEcD, 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 WDB-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.

35. *What types of related technical assistance does GDEcD plan for local areas?*

GDEcD 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. GDEcD, 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 advisers and other interested individuals.