



PIMA COUNTY

APPROVED:



Aric L. Meares, Chair
Performance and Accountability Committee
Pima County Workforce Investment Board (WIB)

DATE:

12 May 2017

SUBJECT:

ELIGIBLE TRAINING PROVIDER LIST GUIDELINES

BACKGROUND: Arizona's Eligible Training Providers List (ETPL) is a listing of all training providers and programs approved by Local Workforce Development Boards (LWDBs) and the State to provide training funded under the Workforce Innovation and Opportunity Act (WIOA) for program participants. The State and the LWDBs share responsibility for managing the eligible provider process. It is the responsibility of each Local Workforce Development Area and LWDB to determine the training programs that will be used for WIOA training in its respective local area. The Pima County Workforce Investment Board (WIB) is the LWDB and the WIB Performance and Accountability Committee has local oversight over the ETPL.

This document sets forth local eligibility criteria for providers of WIOA-funded training for program participants and the guidelines Pima County will use to carry out its responsibilities. Statewide eligibility criteria and application procedures for training providers are detailed in the Arizona Department of Economic Security (DES) WIOA Policy Manual found at the following link:

https://des.az.gov/sites/default/files/media/wioa_etpl_policy_final_10_3_16.pdf.

PIMA COUNTY WILL:

1. Assist in determining initial eligibility of providers;
2. Carry out guidelines prescribed by the State to assist in determining the subsequent eligibility of all providers;
3. Collect performance and cost information and any other required information related to providers;
4. Submit approved programs and information to DES;
5. Ensure dissemination of the State list and appropriate use of the State list through the Pima County ARIZONA@WORK/One-Stop System;



6. Consult with the DES in cases where termination of an eligible provider is contemplated because inaccurate information has been provided;
7. Work with the DES in cases where the termination of an eligible provider is contemplated because of customer complaints, poor performance, or violations of the WIOA.

Pima County may also

1. Make recommendations to DES on procedures used in determining initial eligibility.
2. Increase the level of performance required by the State for local providers to maintain subsequent eligibility.
3. Require additional verifiable program-specific information from local providers to maintain subsequent eligibility.

PRELIMINARY ELIGIBILITY CRITERIA:

Pima County WIOA Training Providers must:

1. Be accredited, licensed or certified by the proper agency overseeing the type of training of institution.
2. Be in compliance with all applicable laws and regulations.
3. Be in compliance with all state and local performance reporting requirements.

Additional requirements are listed in the State policy cited above.

Proposed training must:

1. Meet the definition of training contained in the WIOA and WIOA regulations.
2. Demonstrate need for, and likelihood of resulting in, employment in a specified occupation.
3. Result in an industry-recognized, stackable, portable, or accredited credential, as demonstrated through the Arizona ETPL Credential Checklist or equivalent skill-attainment outcome, as determined by the LWDB Performance and Accountability Committee.
4. Be offered at a reasonable cost based on comparable programs and anticipated post-training earnings. Cost does not need to include supportive services, such as examination fees, books, tools, and uniforms. Cost must not include fees for items that are disallowable costs for WIOA funding, such as alcoholic beverages, or personal services or items not directly associated with instruction. Cost should not increase more than 5% per year. Cost should not exceed anticipated 12-month earnings.
5. Be offered in, and be able to be completed in, a reasonable time frame.
6. Meet additional criteria as set by the LWDB.

The specified occupation must:

1. Have significant current and/or projected demand through a combination of replacement and new vacancies documented by credible labor-market sources, and/or
2. Support a targeted career area identified by the Local Workforce Development Board.
3. Command a sustainable average wage (\$15.87 or as updated by the LWDB Planning Committee) at the entry-level, or offer a clear advancement pathway to a livable-wage occupation. The expected starting wage must be at least 20% above the minimum wage level in the year on which the labor market data is based.
4. Offer full-time employment opportunities in the local economy that are not seasonal or commission-based.

CONTINUED ELIGIBILITY CRITERIA:

Performance standards and other criteria for continued eligibility of training providers are found in the DES WIOA Policy Manual cited above.

In addition, Pima County will consider complaints received from WIOA participants and employers in reviewing continued eligibility criteria. Pima County will investigate and seek to resolve all complaints promptly. Complaints will be tracked in a log maintained by the local ETPL administrator, and the log will be submitted to the State ETPL Coordinator quarterly. Pima County will consult with the WIB Performance and Accountability Committee about severe and/or frequent (three or more complaints within a twelve-month period about a related issue) received about a provider or program. The provider may be asked to submit a corrective action plan or documentation that corrective action was taken.

Pima County will monitor each approved training provider in Pima County for which WIOA funds have been expended at least once every two years. Monitoring includes verification of the accuracy of information published on the Arizona Job Connection website and compliance with WIOA and with these local guideline and state ETPL policies. A monitoring report will be issued following the monitoring review documenting any findings of non-compliance. The training provider will be asked to submit a corrective action plan, or documentation that the findings have been corrected, to the WIB Performance and Accountability Committee.

The Committee will review the complaint information, corrective action plan or documentation, and may request changes or additional corrective actions before recommending the provider's continued eligibility. The Performance and Accountability Committee may request that the program be removed from the ETPL if the corrective action process does not address the complaint or finding.

APPEALS:

A training provider that has been denied initial or continued eligibility for the ETPL may appeal this or any other decision in writing to the Pima County Administrative Services Manager. Requests for appeal must be made in writing within 30 calendar days of the decision and must include:

1. The name, address, and telephone number of the training provider;
2. A description of the adverse action;
3. The date on the notice of the adverse action;
4. A statement explaining why the training provider disagrees with the adverse action; and
5. The resolution being requested by the training provider.

The Administrative Services Manager will conduct a fact-finding investigation and will provide a written response to the training provider within 10 calendar days of the initial complaint.

The training provider may further appeal the decision by submitting a written request for a hearing to the WIB Performance and Accountability Committee. The Committee will schedule a hearing within 30 calendar days of this request and will provide the training provider at least 10 calendar days' notice of the hearing including:

1. The date, time and place of the hearing;
2. A statement of the complaint;
3. The name, address, and telephone number of the contact person issuing the notice;
4. A statement of hearing procedures; and
5. Relevant documents, including those submitted by the training provider.

Based upon the recommendations of the WIB Performance and Accountability Committee, Pima County will issue, within 60 calendar days of the hearing, a written decision to the parties which includes:

1. The names of the parties;
2. A statement of the alleged violation or violations;
3. A statement of facts;
4. A statement of decisions and reason for the decision;
5. A statement of corrective actions or remedies, if any to be taken; and
6. A notice of the right to appeal and instruction on how to appeal at the state level.

APPLICATION PROCEDURES:

ARIZONA@WORK/Pima County One-Stop will assign a local ETPL administrator to receive, review and process training program applications for the Eligible Training Provider List.

The local ETPL administrator will send these Guidelines and the ETPL section of the WIOA Policy Manual, via e-mail or U.S. Mail, to prospective training providers inquiring about the ETPL.

Prospective training providers will go to the Arizona Job Connection (AJC) website at https://www.azjobconnection.gov/ada/etp/etp_newuser_dsp.cfm create a login, password and complete the online application for inclusion on Arizona's ETPL. Initial provider application requirements and review time frames are detailed in the WIOA Policy Manual ETPL Section. Questions or requests for assistance with creating a login, password, and completing the online application required should be directed to Arizona Department of Economic Security (ADES), ETPL Coordinator.

Training programs will be reviewed by the local ETPL administrator and approved based on:

1. State and local eligibility criteria,
2. Detailed program information entered into AJC by the prospective training provider, and
3. The following local requirements:
 - a. Prospective training providers must complete the Credential Checklist. The Training Program Credential Checklist can be found at the following link: <https://www.azdes.gov/InternetFiles/InternetProgrammaticForms/doc/WIOA-1031AFORFF.doc>. The completed checklist form may be e-mailed to rise.hart@pima.gov or sent via U.S. mail to ETPL Local Administrator, 2797 E. Ajo Way, 3rd Floor, Tucson, AZ 85713.
 - b. Prospective training providers must submit information regarding their partnerships with business to deliver the proposed training program. The information may include business involvement in the design or curriculum of the program and must include a list of employers, if any, that have hired graduates from the program or have committed to give consideration to qualified graduates of the program. The information may be e-mailed to rise.hart@pima.gov or sent via U.S. mail to ETPL Local Administrator, 2797 E. Ajo Way, 3rd Floor, Tucson, AZ 85713.
 - c. Training providers must provide written assurance that they will not:
 - i. Tell students that they will be eligible for training services or WIOA funds to attend the training;

- ii. Promote the training program as free through the local area One-Stop Center; or
 - iii. Claim that a share of costs is covered by Pima County.
- d. Approved training providers must register with Pima County as a Vendor in order to receive payments. The Pima County Vendor Registration, Vendor Self Service Portal (VSS) is at <https://vendor.pima.gov/webapp/VSSPROD1/Advantage>. The training provider will enter company information, such as street address, authorized contacts, and tax identification number, and Commodity Codes. These may be researched by clicking on a link to “Commodity Codes Refinement Window” (opens new Window) to use with the registration. Vendors are advised to make a note of the 4 digit number for later use in the registration process. Questions or requests for assistance may be directed to Vendor Relations at (520) 740-3021 or (520) 740-8465.

D. NOTIFICATION OF DENIAL OR APPROVAL AND REASONS FOR DENIAL

The Pima County Local ETPL Administrator will coordinate with the DES State ETPL Administrator to issue a response to each ETPL application indicating whether the provider application has been approved or denied, and, if denied, the reasons for denial and any steps the applicant may take to become eligible for approval.