

SOUTH CENTRAL OKLAHOMA WORKFORCE BOARD, INC.

1703 SW 11th

Lawton, Oklahoma 73501

580-357-3500/ 580-467-3486

Telephone Relay Service is available by dialing 711 or 800-722-0353

SUBJECT: South Central Oklahoma Workforce Board Workforce Innovation and Opportunity (WIOA) Individual Training Account Policy

PURPOSE: To establish South Central Oklahoma Workforce Board's (SCOWB) policy for the Individual Training Account (ITA) to comply with Oklahoma Workforce Development Issuance (OWDI) #19-2017 Change 1

BACKGROUND: The Workforce Innovation and Opportunity Act of 2014, in §134(F) establishes the requirement that "training services...shall be provided in a manner that maximizes consumer choice in the selection of an eligible provider of such services," and further establishes, in §134(G)(i) that "training services shall be provided through the use of individual training accounts...and shall be provided to eligible individuals through the one-stop delivery system."

Training services must be linked to occupations that are in demand in the local area or in another area to which an adult or dislocated worker (DLW) receiving services is willing to relocate. Training services shall be limited to individuals who are unable to obtain other grant assistance, including Federal Pell grants or require assistance beyond the assistance made available under other grant assistance programs.

IMPORTANT! This document contains **important information** about your rights, responsibilities and/or benefits. It is critical that you understand the information in this document, and we will provide the information in your preferred language at no cost to you. **Call Lafonda Crowder (580) 357-3500** for assistance in the translation and understanding of the information in this document.

¡IMPORTANTE! Este documento contiene **información importante** sobre sus derechos, responsabilidades y/o beneficios. Es importante que usted entienda la información en este documento. Nosotros le podemos ofrecer la información en el idioma de su preferencia sin costo alguno para usted. **Llame al Lafonda Crowder (580) 357-3500** para pedir asistencia en traducir y entender la información en este documento.

Telephone Relay Service is available by dialing 711 or 800-722-0353

POLICY:

- A. This policy applies to any customer enrolled in the WIOA Adult, Dislocated Worker, Youth or National Emergency Grant receiving training through an ITA.
- B. **INDIVIDUAL TRAINING ACCOUNTS** - ITAs will be developed and awarded to all eligible participants. The ITA will inform the participant of the amount of WIOA financial support that SCOWB will make available on his/her behalf, inform SCOWB

and the service provider which eligible training provider and demand occupation the participant has selected for training, and inform SCOWB and the service provider of the beginning and end dates of the training program. Additionally, the ITA outlines the participant's responsibilities to the WIOA program and SCOWB. Any returning participants being enrolled in a WIOA funded program must have board approval for a second ITA.

1. Exceptions to use: There are five exceptions to the use of an ITA for WIOA training:

- a. When services provided are on-the-job training or customized training;
- b. When SCOWB determines that there are an insufficient number of eligible providers in its area to accomplish the purpose of a system of ITAs; and
- c. When SCOWB determines there is a community-based or other private organization with a training program that serves special participant populations with demonstrated effectiveness.
- d. When SCOWB enters into a pay-for-performance contract consistent with Sec 683.510.
- e. When SCOWB determines that it would be most appropriate to contract with an institution of higher education or other eligible provider of training series will facilitate the training of multiple individuals in in-demand industry sectors occupations, provided that the contract does not limit consumer choice.

The development of an ITA is not necessary when the participants are TAA funded.

2. Development

- a. SCOWB ITAs will be awarded to participants to provide the costs of tuition, fees, books and other training-related costs associated with participating in a program of training or education funded in whole, or in part, by WIOA funds. The ITA will be established only for the training and training-related costs specifically required by the eligible training provider and paid to the training provider. Any authorized WIOA training-related cost for goods or services not available or provided through the training provider will be requested and paid for as a WIOA supportive service in accordance with the local supportive service policy. Any returning participants being enrolled in a WIOA funded program must have board approval for a second ITA.
- a. WIOA Title I case managers provide an orientation explaining SCOWB's ITA policy to customers of the one-stop center. The policy and procedures will be explained in simple language to promote customer understanding. During the IEP or ISS development process counselors/case managers and the individual will review SCOWB's commitments and what is expected of participants

awarded an ITA. Participant expectation and the ITA guidelines are provided as Attachment 4 to this policy along with the other forms needed to complete an ITA.

3. Customer Choice

- a. ITAs will only be developed for training programs that are related to a demand occupation or are related to the training or education requirements of an industry sector identified by SCOWB as vital to the area's economy or those in another area in which the individual is willing to relocate.
- b. SCOWB's Demand Occupation List is available in Workforce Oklahoma Centers and skills required of those occupations are discussed with the participant during the development process of an IEP. Training is for demand occupations only.
- c. SCOWB ITAs will only be used for schools or institutions on the State Eligible Training Provider List. A customer who has been determined eligible for training services may select any provider from this list after consultation and joint agreement with the WIOA counselor/case manager. The State Eligible Training Provider List is published on the Oklahoma JobLink website (www.oklahomajoblink.com) and is easily accessible at all Workforce Oklahoma Centers or from any computer with internet access.

4. Coordination of Training Funds

- a. Funding for training using WIOA funds is limited to individuals who are:
 - (1) Unable to obtain grant assistance from other sources to pay the costs of their training. Veterans' Administration Educational Benefits and loans are excluded. Or
 - (2) Require assistance beyond that available under grant assistance or from other sources to pay the costs of training. WIOA counselors/case managers will document WIOA and other funding sources, except loans, available to WIOA participants on the Coordination of Training Funds (COTF) form provided as Attachment 1. The amount of WIOA training and supportive service funds added to the other funds available will not exceed the total cost of attendance for the corresponding period of training, as indicated on this form by a financial aid officer or equivalent employee of the training institution. WIOA staff may make revisions or additions to the information on the COTF that has been provided by the financial aid office in the event that cost of living or other allowable training expenses are not documented or miscalculations have been made. A detailed program note documenting the reason for the revision or

addition should be entered in OSL. WIOA counselors/case managers will ensure that local ITA and supportive service limits are not exceeded.

- b. If the COTF indicates that the training provider is not Pell-eligible, supportive services may be authorized on a case-by-case basis by the WIOA service provider in excess of the unmet financial need indicated on the COTF. This would allow participation in WIOA occupational skills training. The amount authorized for supportive services for WIOA participants – Adult, Dislocated Worker, Youth or National Emergency Grant - in this circumstance will not exceed \$750.00 or the amount of the unmet need whichever is less.
- c. WIOA funding may only be applied as supplemental funding and must be coordinated with other potential funding sources. Other funding sources may include wages earned by the customer through employment while attending training. The COTF will be used to document funding coordination and verification that WIOA funds were used as supplemental funding. The COTF is used to determine that all the customer's training-related financial assistance needs are being met. WIOA counselor/case manager staff utilizes the information on the COTF to accurately record the customer's needs and mix of funding assistance on the Oklahoma ServiceLink Employment Plan.
- d. The customer will authorize the release of his/her financial aid information by the training institution to WIOA staff or an ITA will not be awarded.
- e. The completion of Section III of the COTF by the financial aid office and the completion of Section IV by the WIOA service provider will ensure that WIOA funds are used in addition to, not instead of, funds otherwise available and are coordinated with those funds.
- f. Although student loans are one of the forms of financial aid that may be available to participants, WIOA customers are not required or encouraged to incur personal debt as a condition of participation in an ITA. Should the customer choose to incur personal debt, acknowledgement that they have been counseled by their WIOA counselor/case manager regarding the responsibilities associated with this indebtedness will be recorded in the customer's file.
- g. A participant may enroll in an eligible training program with WIOA funds while an application for Pell Grant funds is pending. However, the case manager must make prior arrangements with the training provider and the participant regarding the allocation of the Pell Grant, if it is subsequently awarded. If the Pell Grant is awarded, the fiscal agent must be reimbursed for WIOA funds previously used to underwrite training for the amount the Pell Grant covers. This is to ensure non-duplication of payments. Pell Grants are

intended to provide both tuition and other education related costs; only the portion specifically provided for tuition is subject to reimbursement.

- h. A new COTF is required annually at a minimum and all semesters must be covered on the COTF.
 - i. Customers will apply for and establish eligibility for Higher Education Act Title IV funds and other forms of financial aid before an ITA is awarded. As a last resort, customers will be made aware of the online applications process at www.FAFSA.ed.gov or they may be provided a paper application form if they prefer. Any needed assistance in completing and submitting the forms will be provided by the WIOA counselor/case manager.
5. Training Vouchers - Payments of ITAs are made to the training institution incrementally through payment of a portion of the costs at different points in the training course. The WIOA service provider will be responsible for ensuring that the following processes are adhered to:
- a. Access to training services is facilitated by use of the Individual Training Referral/Voucher Request form – Attachment 3. This form provides information about expenditures for tuition, books, fees, and other training-related expenses paid to the training institution and are the mechanism by which the counselor/case manager requests an ITA on behalf of the customer. The ITA is subsequently awarded by SCOWB and the Fiscal Agent will release a Purchase Order to obligate the WIOA funds.
 - b. Funds will be disbursed for tuition, books, fees and other training-related expenses upon receipt of properly completed invoice from the training institution.
 - c. WIOA Title I ITA expenditures are documented and tracked by the Fiscal Agent to ensure that obligations do not exceed approved SCOWB budget line items.
 - d. WIOA Title I expenditures for training, training-related, and supportive service costs are tracked by the WIOA service provider to ensure that the unmet financial need on the COTF form is not exceeded in any given period of training.
 - e. Payments for tuition, books, fees and other training-related costs will only be disbursed to the training institution one semester or term at a time, or for a six-month period for those institutions that do not operate on a semester or term basis.

f. The documentation required to support the payment mechanism of ITAs will include the Individual Training Referral/Voucher Request form, the ITA form, the purchase order, the invoice and supporting documentation.

6. ITA Limits

- a. SCOWB ITA limits: Funding--\$15,000.00 (Other sources of funding that may be awarded to a WIOA customer such as PELL Grants, scholarships, or other one-stop employment and training funding assistance may limit the maximum amount of an ITA) Time Length--An ITA will be issued for a maximum of 24 months or for the actual length of the training program, whichever is less.
- b. Customers will normally be issued one ITA. In special circumstances, at any time during the duration of the ITA, SCOWB or its staff may extend an ITA for up to an additional 24 months and/or increase the amount of funding to double that listed above. The determination to extend and/or increase a customer's ITA will be based on the customer's needs as identified in the IEP.

7. Forms - Service Provider is required to use the State COTF form and the SCOWB ITA, and ITR. Changes to local forms should be requested in writing.

ACTION REQUIRED: WIOA Service Providers and Fiscal Agent must understand and comply with this policy.

APPROVED BY EXECUTIVE COMMITTEE

DATE: NOVEMBER 4, 2015

APPROVED BY SOUTH CENTRAL OKLAHOMA WORKFORCE BOARD

DATE: MARCH 9, 2016

APPROVED BY EXECUTIVE COMMITTEE

DATE: AUGUST 9, 2017

APPROVED BY SOUTH CENTRAL OKLAHOMA WORKFORCE BOARD

DATE: SEPTEMBER 14, 2017

ITA # _____

TRAINING VOUCHER FORM

Training Institution/Provider: _____

Mod #: _____

Participant Name: _____

ID #: _____

WIOA Program/Funding Stream: TAA Adult DLW Other: _____

(WIOA Service Provider) agrees to sponsor the above named student in the course(s) or program(s) listed below and pay the training costs listed (based on off-the-shelf catalog prices) for the time period of: _____ through _____. Refunds or returns for non-compliance will be made to _____ (WIOA Service Provider).

Explanation if this is a Modification:

TRAINING

Course #	Course Title	Hours

AUTHORIZED TRAINING COSTS

Items	Amount	Items	Amount
Tuition	\$	Uniforms	\$
Fees	\$	Tools	\$
Supplies	\$	Other (Describe):	\$
Books	\$	Other (Describe):	\$
TOTAL \$			

As the recipient of Workforce Innovation & Opportunity Act (WIOA) Program assistance with tuition, books, fees, or other required supplies, I hereby authorize the training institution listed above to release information regarding my attendance, grades, schedules, personal conduct and/or other information as needed to the _____ (WIOA Service Provider).

Participant Signature

WIOA Service Provider Signature

Date

Date

IMPORTANT! This document contains **important information** about your rights, responsibilities and/or benefits. It is critical that you understand the information in this document, and we will provide the information in your preferred language at no cost to you. **Call Lafonda Crowder (580) 357-3500** for assistance in the translation and understanding of the information in this document.

¡IMPORTANTE! Este documento contiene **información importante** sobre sus derechos, responsabilidades y/o beneficios. Es importante que usted entienda la información en este documento. Nosotros le podemos ofrecer la información en el idioma de su preferencia sin costo alguno para usted. **Llame al Lafonda Crowder (580) 357-3500** para pedir asistencia en traducir y entender la información en este documento.

Telephone Relay Service is available by dialing 711 or 800-722-0353

An Equal Opportunity Employer / Program. Auxiliary aids and services are available upon request to individuals with disabilities.

COORDINATION OF TRAINING FUNDS

SECTION I

TO: FINANCIAL AID OFFICE

ATTENTION: _____

FROM: _____

SCHOOL: _____

ATTENTION: _____

FAX OR E-MAIL ADDRESS: _____

FAX OR E-MAIL ADDRESS: _____

PARTICIPANT NAME: _____

ID NUMBER: _____

I hereby authorize the exchange of information between the WIOA Case Manager and the Financial Aid Office at the above named School regarding the awarding of any financial aid from any source.

Participant's Signature

Date

SECTION II: The following section is to be completed by the financial aid office.

PERIODS COVERED

Start Date: _____

End Date _____

- Fall _____
- Spring _____
- Summer _____

- Trimester I
- Trimester II
- Trimester III

Full Length of Short Course

COST OF ATTENDANCE *

Tuition and Fees \$ _____

Books, Supplies and Tools \$ _____

Uniforms \$ _____

OTHER EXPENSES RELATED TO TRAINING **

_____ \$ _____

_____ \$ _____

_____ \$ _____

_____ \$ _____

_____ \$ _____

_____ \$ _____

TOTAL COST OF ATTENDANCE \$ _____

STUDENT'S FINANCIAL AID

PELL Grant Eligibility \$ _____

_____ Student or Program is not PELL eligible

OTHER FINANCIAL RESOURCES EXCLUDING LOANS AND VA BENEFITS

_____ \$ _____

_____ \$ _____

_____ \$ _____

_____ \$ _____

_____ \$ _____

_____ \$ _____

TOTAL FINANCIAL AID \$ _____

Total Cost of Attendance \$ _____ minus Student's Financial Aid \$ _____ equals Unmet Financial Need \$ _____

By signing below, the financial aid officer (or those personnel who perform those duties) agrees to inform the local WIOA program operator of the amounts and disposition of financial aid to each participant awarded after the enrollment of the participant, as part of a continuing, regular information sharing process.

Financial Aid Officer

Date

*As defined by the Higher Education Act Section. 472

**Other expenses related to training may include transportation, room and board, vehicle insurance, and other items necessary for attendance as defined by local policy.

SECTION III: The following section is to be completed by the WIOA Case Manager.

After a comprehensive review of services provided by partner agencies, other social service agencies, and other community resources, I have determined that WIOA funds are necessary for attainment of the participant's employment goal. I certify that WIOA funds will be coordinated with other funds and there will be no duplication of resources.

WIOA Service Provider's Signature

Date

An Equal Opportunity Employer / Program; Auxiliary aids and services are available upon request to individuals with disabilities.