ETPL, ITA & ATA POLICIES AND PROCEDURES

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I. INTRODUCTION

An Individual Training Account (ITA) is designed to provide services to participants who are in need of training that prepares them for employment in in-demand occupations in the San Diego region. An Apprenticeship Training Account (ATA) is a formalized, structured training program that combines on-the-job learning with related practical and technical classroom instruction in a highly skilled occupation. The ITA/ATA Policy and Procedures is designed to ensure consistency among Training Providers and streamline the process for participants to obtain an ITA/ATA while ensuring the intent of the legislation for informed participant choice is still being met. The policy defines the Workforce Innovation and Opportunity Act (WIOA) tiers of service and outlines the process to issue, document, and track an ITA/ATA.

Participants may access training services through Training Providers who have met eligibility requirements set by the state in order to be listed on the state managed Eligible Training Provider List (ETPL). As the local Workforce Development Board (WDB), San Diego has additional eligibility requirements to ensure the trainings provided are in occupations with regional growth projections and locally sustainable wages, as well as meeting the needs of the region's employers.

The ITA & ETPL Policies and Procedures applies to Training Providers that currently have or are interested in listing programs on the San Diego ETPL to receive Workforce Investment and Opportunity Act (WIOA) funding. Approved Training Providers are subrecipients of San Diego Workforce Partnership (SDWP). *Please note that other Workforce Development Boards may have ETPL policies which vary based on their needs. A Training Provider interested in serving multiple Workforce Development Boards must review and comply with the ETPL policies of each area where they wish to operate. SDWP does not review or approve Training Providers to operate in areas outside of San Diego.*

California State ETPL

Training Providers and their programs are reviewed for initial eligibility to operate training programs in the State of California.

Providers and programs are added to CalJOBS for review and approval.

Apprenticeship programs are automatically eligible.

San Diego ETPL

Accredited institutions, with State approved eligibility, must apply to be added to the San Diego ETPL.

These institutions provide locally in-demand occupational trainings and certifications to WIOA-eligible participants in San Diego County.

Locally approved providers and programs are added to the Partner Portal.

AJCC's & Participants

AJCC Career Agents review the approved San Diego ETPL with the eligible participants and work with the training provider to enroll them into locally-approved programs/courses.

Training Funds

The AJCC's work with the training provider to create an ITA/ATA agreement. Once the participant begins training, the training provider can be reimbursed* using WIOA funding.

*ITA's & ATA's are reimbursed up to the cost of the program/course or up to the maximum reimbursement allowed, as per ETPL, ITA and ATA policy, whichever is less.

II. ETPL POLICIES AND PROCEDURES

The following sections list the requirements for a Training Provider to be added to and remain in good standing on the ETPL.

A. CALIFORNIA (CA) ETPL

All Training Providers and programs are subject to the policies outlined in the CA ETPL Policy prior to being considered for the San Diego ETPL. The CA ETPL creates a pool of Training Providers and Programs that Local Boards can utilize to establish their local ETPL. Local Boards may add additional local requirements for providers and/or programs (except for Apprenticeships) to be eligible on the local ETPL. Local policies may result in providers that are on the CA ETPL but may not be eligible for inclusion on the local ETPL. While additional requirements may be added for the local ETPL, Local Boards may only include training providers on their list that are approved for the CA ETPL. San Diego County Training Providers must apply for the CA ETPL by submitting an ***ETPL Eligibility Certification Form*** and follow the ETPL Application Process below.

Training providers of On-the-Job Training (OJT), Customized Training (CT), Contracted Education Training (CET), Incumbent Worker Training (IWT), internships, paid or unpaid work experience opportunities, and transitional employment **are not** subject to the ETPL requirements outlined below.

B. PARTNER RESPONSIBILITIES

The process below outlines the responsibilities of all partners within the ETPL process, including EDD, SDWP, and all funded subrecipients:
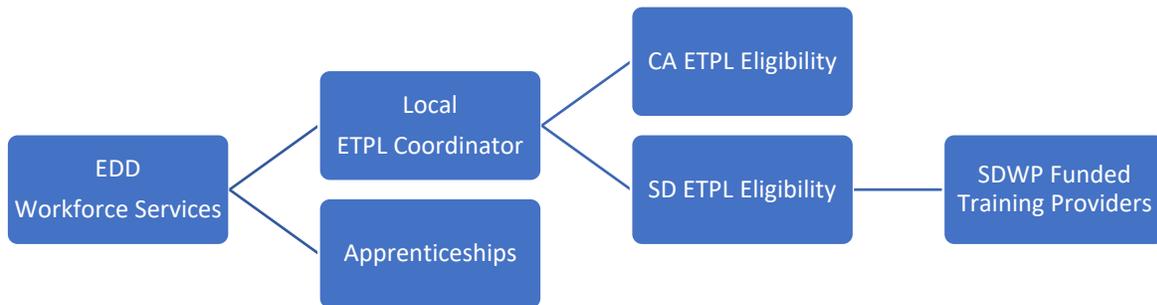
1. EDD Workforce Services

EDD Workforce Services oversees the State policy and monitors adherence to that policy. The State ETPL Coordinator provides technical assistance to the local ETPL Coordinator (SDWP), reviews annual CA ETPL performance, and provides oversight and approval for registered apprenticeships on the CA ETPL.

2. Local ETPL Coordinator (SDWP)

SDWP will provide technical assistance to all training providers with programs located within San Diego County seeking to be listed on the CA ETPL and SD ETPL.

SDWP will review and approve, or deny, providers and programs for both initial CA ETPL eligibility and continued eligibility, as well as SD ETPL eligibility in a timely manner based on this policy. The timeline for review is available in each section below.

3. San Diego County Training Providers

San Diego County Training Providers must follow the policy and procedures in this document to be listed on the CA ETPL. Subsequently, SD ETPL funded Training Providers must follow the policy and procedures in this document to provide training services to WIOA-eligible participants and receive WIOA funding.

C. APPRENTICESHIPS

If your apprenticeship program has been approved by the **Division of Apprenticeship Standards** or the **Department of Labor**, please fill out a **DAS ETPL Application** and send to ETPL@dir.ca.gov and copy WSBETPL@edd.ca.gov or mail to the Division of Apprenticeship Standards at P.O. Box 420603, San Francisco, CA 94142 for inclusion on the statewide ETPL for apprenticeships.

If you have any questions, please contact Victor Rodriguez, Senior Apprenticeship Consultant for San Diego, at VRodriguez@dir.ca.gov or (619) 767-2045

Apprenticeship Training Programs (ATA) that have been approved through the **Division of Apprenticeship Standards** (DAS) or the **Department of Labor** (DOL) under the National Apprenticeship Act (NAA) are automatically eligible for the State ETPL. Upon registration and required documentation, Apprenticeships will be added to the San Diego ETPL.

1. Apprenticeship Registration Process

Please submit the following to be included on the ETPL:
- San Diego ***ETPL Eligibility Certification Form***, plus all required attachments:
  - Copy of current W-9; and
  - **ATTACHMENT - EO WIOA SECTION 188 COMPLIANCE CHECKLIST**
- Copy of the submitted CA ETPL **DAS ETPL Application**
  - Costs listed under "other" must be itemized, if requested

For added guidance, review the section on Apprenticeship Programs, Eligibility for ATA Training Services, and Maximum ITA/ATA Reimbursement.

D. TRAINING PROVIDER INITIAL ELIGIBILITY REQUIREMENTS

Initial eligibility for the San Diego ETPL (SD ETPL) applies to all Training Providers, with the exception of apprenticeship programs registered under the National Apprenticeship Act (NAA) or recognized by Department of Industrial Relations (DIR) or Division of Apprenticeship Standards (DAS).

Note that ETPL requirements are specific to the needs of the San Diego Workforce Development Board (SDWDB) and as such, even if a Training Provider received initial approval for inclusion in an ETPL in another county, the training provider must still comply with the process outlined below.

To meet initial eligibility for the San Diego ETPL, a Training Provider must:

1. Accreditation

Have current accreditation status through an accrediting body recognized by the Department of Education.

i. *Pre-Accreditation*

Training Providers, that meet all other State and Local requirements for listing on ETPL, who are in the process of obtaining Accreditation may be listed on the San Diego ETPL as "Provisional" pending regular updates of their Accreditation status from the DOE approved agency. Institutions with Pre-Accreditation status may be listed following the date of Pre-Accreditation approval and must provide all updates from the accrediting agency to SDWP within ten (10) days of receipt.

ii. *WASC Accreditation*

Accreditation by the Accrediting Commission for Senior Colleges and Universities, WASC, or the Accrediting Commission for Community and Junior Colleges, CSU, UC, and other WASC accredited institutions are *not required* to provide additional State eligibility criteria.

2. State Eligibility Criteria

Training Providers must possess **one** of the following State eligibility criteria to be listed on ETPL:

a. BPPE Approval or Exemption

Possess a current "approval to operate" with expiration date or exemption status from the Bureau for Private Postsecondary Education (BPPE).

b. Title IV HEA

Demonstrate program eligibility under Title IV of the Higher Education Act (HEA).

c. CA-DOE

Approval by the California Department of Education.

d. CCCCO

Approval by the Chancellor's Office of the California Community Colleges.

3. In-Demand Jobs

Train for jobs that are considered in-demand in San Diego County. The list of ID jobs is updated on a yearly basis during the annual review period.

4. Financial Solvency

Training Provider must have been in operation for at least six (6) months as of the date of application and must be able to provide proof of financial solvency without the need for subsidy from WIOA training funds. SDWP reserves the right to request financial documentation which includes Profit & Loss, Balance Sheet, and Statement of Cash Flow. For previously approved Training Providers, SDWP may require a declaration of the percentage of total organizational income made up by WIOA funding.

5. Debarment

Training Provider cannot be debarred from doing business with the Federal Government as per the System for Award Management (SAM.org) database governing acquisitions.

6. Equal Opportunity

Training provider must comply with all Equal Opportunity (EO) Policies and Procedures as outlined in ***SDWP Operations Manual, Chapter 9: Nondiscrimination & Equal Opportunity Policy and Complaint Procedures***. This includes compliance with grievance and criminal activity reporting requirements. Training Provider may be monitored by SDWP or a third-party monitor each year and must complete **ATTACHMENT - EO WIOA SECTION 188 COMPLIANCE CHECKLIST** found in the ***SDWP Operations Manual, Chapter 8: Monitoring*** during each annual review period.

7. Authorized Contacts & Signatories

Training Provider must keep up-to-date Provider Representatives (contacts) in CalJOBS and provide written documentation to SDWP of changes to the main point of contact and the alternate contact. Those authorized to sign the ***Training Agreement*** must be included as a contact in CalJOBS and on the ***ETPL Eligibility Certification Form*** to authorize payments.

8. CalJOBS Registration

Once the ETPL application is approved, Training Providers must register their institution in CalJOBS. The profile must be kept current with the following information:
* Billing (must match W-9) and Mailing Address
* General information including type of organization, services available, etc.
* Accreditation status and State eligibility criteria selection
* Active locations
* Contacts and CalJOBS users listed

9. SDWP Operations Manual

As a subrecipient of WIOA training funds, Training Providers must follow the SDWP Operations Manual, when applicable, which includes this policy.

10.   Eligibility Documentation

Documents provided to SDWP to establish CA ETPL and SD ETPL eligibility will be collected on the ***ETPL Eligibility Certification Form*** and kept for the entirety of program approval and for duration of four (4) years after the Training Provider is no longer receiving WIOA funding. Documentation is kept in a secure website (ETPL Partner Resources) to be accessed by SDWP, EDD, or other monitors.

E. TRAINING PROVIDER APPLICATION PROCESS

The following section outlines the process for Training Providers to be listed on the CA ETPL and SD ETPL.

Review the following documents and ETPL resources:
* Visit the Training and Education Partners page to submit a pre-application form. The page also includes information on other education and training programs and a training program FAQ.
  * For questions regarding ETPL, email inquiries@workforce.org
* Review ***SDWP Operations Manual, Chapter 9: Nondiscrimination & Equal Opportunity Policy and Complaint Procedures***
* Review **EXHIBIT – ETPL IN-DEMAND OCCUPATIONS LIST** to ensure the training programs meet the local criteria.

CA ETPL & SD ETPL Application Process

1. Submit a San Diego ***ETPL Eligibility Certification Form,*** plus all required attachments:
   - o Copy of accreditation (if applicable for local eligibility)
   - o Copy of State eligibility documentation, if applicable
   - o Copy of refund policy, if applicable
   - o Current W-9
   - o **ATTACHMENT - EO WIOA SECTION 188 COMPLIANCE CHECKLIST**
2. SDWP will review all submitted materials, request clarification or follow up as necessary and confirm that the organization is not debarred from doing business with the federal government.
   a. Confirmation of approval or denial for listing on both the CA ETPL and the SD ETPL will be issued within 30 days from the receipt of the complete application.
3. If approved, training providers must review provided instructions to register their institution on CalJOBS in ***SDWP Operations Manual, Chapter 5: CalJOBS Data Entry Policies and Procedures,*** **ATTACHMENT - ETPL TRAINING PROVIDER INSTRUCTIONS**
4. Training Providers must complete the Training Program Eligibility and Approval Process.

F. THIRD PARTY AGREEMENTS

Approved Training Providers, except Community Colleges, CSU, and UC programs, may enter into agreements with training organizations to deliver content on their behalf. In doing so, the approved Training Provider accepts all liability and certifies that the program, as submitted to SDWP via CalJOBS, meets the approved Training Provider's requirements for content and instructors as well as all other SDWP policies and procedures. The approved Training Provider is the sole contact for SDWP. Approved Training Providers must notify SDWP of any program that will be delivered by training organizations or other third parties. SDWP reserves the right to audit or review any course or instructor qualifications at any time.

If an approved Training Provider chooses to work with a third party to deliver any services using WIOA funds, that third party is also subject to the refund guidance. All refunds will be coordinated through the approved Training Provider only. SDWP will NOT work directly with any third parties. The approved Training Provider is responsible for any and all resolution required with its third parties.

1. Community College, CSU, and UC

All programs approved for ETPL at California Community College, CSU and UC's must be offered by the WASC recognized training provider and not subcontracted out by the training provider to a third-party vendor to be considered eligible (WSD 15-07, Attachment 1, page 11).

G. OUT-OF-STATE TRAINING PROVIDERS

a. Local Address Required

Training providers headquartered outside of California who have in-state training facilities may provide training services but will be required to comply with the eligibility requirements outlined in this policy. Training providers will also be required to create an entry in CalJOBS which includes the local address; if approved for inclusion on the San Diego ETPL list.

b. No local address

All training providers, other than Distance Education providers, headquartered and/or that have training sites located only outside of CA may provide training services through a direct contract, if the training provider is listed on the ETPL in the state in which they are located. Training providers

which deliver content fully online will be looked at on a case-by-case basis. SDWP will not list any provider which requires the participant to travel out-of-state to receive training. All training programs listed must be offered in San Diego County, either through online, onsite, or a hybrid of both.

H. DISTANCE EDUCATION TRAINING PROVIDERS

If a Local ETPL Coordinator is contacted by a Distance Education provider, the provider should be referred to wsbetpl@edd.ca.gov for assistance.

I. TRAINING PROGRAM ELIGIBILITY AND APPROVAL PROCESS

The following section outlines the process for training programs to be listed on the San Diego ETPL, offered through an eligible Training Provider. The policy for inclusion on the CA ETPL can be found in the CA ETPL Policy.

1. Apprenticeship Programs

All registered apprenticeship programs will be listed on the SD ETPL:
- Once approved for WIOA services and entered by DIR/EDD into CalJOBS;
- Registration for the local ETPL has been received and processed by submitting the ***ETPL Eligibility Certification Form***. The form does not require additional eligibility criteria or documentation, rather collects documentation to process payments for ATAs and equal opportunity policies as required by WIOA.

The list of apprenticeship programs in CalJOBS is managed by DIR and EDD at the state level. SDWP is not responsible for managing this list. Once the program is added under WIOA services, the training provider should notify SDWP by emailing ETPL@workforce.org so the program can be added to the local ETPL.

For added guidance, review the section on Apprenticeship Registration Process, Eligibility for ATA Training Services, and Maximum ITA/ATA Reimbursement.

2. Credentials, Certificates or Degrees

Training must result in the awarding of an industry-recognized credential, national or state certificate or degree, including all industry appropriate competencies, licensing and/or certification requirements. Training Providers must demonstrate as part of the initial eligibility process the mechanism for awarding such credentials, certificates and/or degrees. Regardless of whether the Training Provider's program requires a third-party certification for credential attainment/national or state certificate award, the Training Provider is responsible for appropriately reporting such attainment to SDWP. Copies of credentials/certificates must be made available to SDWP and the AJCCs (Career Centers), if requested.

All credentials, certificates, or degrees (including applicable licensing) must be listed on the "General Information" tab on CalJOBS.

3. In-Demand (ID) Criteria

A training program will be eligible for SD ETPL if the program description, course catalog, and SDWP provides in-demand (ID) jobs criteria as outlined in **EXHIBIT – ETPL IN-DEMAND OCCUPATIONS LIST.** The criterion is updated annually as part of the annual review period.

Training programs must train for a specific occupation, or a cluster of occupations within an in-demand industry sector, and not general skills.

a. SOC and CIP Codes

SOC codes are used by SDWP and within CalJOBS to determine whether or not the course offered by the training provider meets the State and local eligibility criteria. The SOC codes are also used by AJCC case managers and participants to search for courses offered within preferred occupations.

CIP codes are used by the Department of Education to track and report fields of study and program completions at accredited institutions.

Both the SOC code and CIP codes must align with the course being offered.

Note: While only one code is needed to verify ID for ETPL inclusion, the Training Provider should include all relevant SOC codes on the program page in CalJOBS for participant's who are searching for courses based on occupations.

b. Training Funds Cap

SDWP will pay the total cost of the program up to the maximum training funds cap (**$5,000**), ***whichever is less***.

4. Course Fees

The course fees must be competitive with similar courses offered in the region. SDWP reserves the right to request supporting documentation to demonstrate a cost comparison within the region. SDWP gives priority to high quality training which is available free of charge or at low cost to participants.

Tuition costs must be equal to or less than the published rate on the institution website or catalog. Training Providers must provide a direct link (URL) to the training program on the course catalog on the "Additional Details" section of CalJOBS. Training Provider must break out the costs as instructed on the "Program Cost" section of CalJOBS.

The total course fees may exceed the maximum payout. The remaining balance of the total cost of the program can be covered by financial aid or other sources and must be documented on the ***Training Agreement***.

i. *Supportive Services*

The total course fees must include all costs associated with successful completion of the program course, including textbooks, fees, exam costs, and other materials. If textbooks, class fees, or other materials are not included in the total cost, Training Provider must request approval from SDWP that a portion of the cost be covered by Supportive Services. Once approved, SDWP will note the approval on the SD ETPL.

5. Program Location

Program locations may vary between main campuses, satellite campuses, hybrid, and online courses. When submitting a new program for approval, the Training Provider must provide the method and/or location where the course is being offered.

If a course is offered at multiple onsite locations or via hybrid method, only one program request submission is required, as long as all the available locations are listed on CalJOBS.

If a course is being offered at both onsite location and online, the Training Provider must list them as separate programs and label them accordingly in CalJOBS. Those programs available online should include "online" in the program/course name (i.e., "Accounting - Online"). Onsite or hybrid locations do not need a location keyword in the program/course name.

6. Term of Program Eligibility

Programs are reviewed on an annual basis. Course fees, course description, and SOC and CIP Codes, and course information included in the must remain the same for the entire term of the program eligibility: *July 15th through June 15th* of the following year.

New program requests can be submitted at any time during the year and will be valid through the end of the current term of program eligibility.

Program Approval Process

1. Training Provider must register the new program on CalJOBS for the CA ETPL under the approved Training Provider profile. Reference **SDWP Operations Manual, Chapter 5: CalJOBS Data Entry Policies and Procedures, ATTACHMENT - ETPL TRAINING PROVIDER INSTRUCTIONS** for required fields and procedures.
   - *Please do not use "All Caps" in the program/course name unless denoting an acronym.*
   - *Note: The program name does not need to note "exam/vouchers, etc. included," as the policy on programs included on the ETPL require the program to lead to an industry-recognized credential. As such, exams/vouchers, etc. must be included as part of the total cost of the program.*
2. Subsequently, Training Providers can submit the **SD ETPL New Program Request** for consideration of inclusion on the SD ETPL.
3. SDWP will review the program in CalJOBS for inclusion on the CA ETPL and SD ETPL within 30 days of submission.

7. Participant Program Registration

Once SDWP approves a program(s) for the CA ETPL, the program becomes visible to the America's Job Centers of California (AJCC) network and is accessible to the general public through www.caljobs.ca.gov under "Education Services."

For programs eligible for the SD ETPL, participants will work with their Career Agent to research and enroll into a training program.
   - *Note: AJCC Career Agents may not enroll any participants into approved training programs if the information in CalJOBS does not match the San Diego ETPL. SDWP is not responsible for content accuracy on CalJOBS and may delist programs whose information does not match what was approved.*

SDWP makes no guarantees of minimum enrollments for approved programs or Training Providers. Enrollments of participants in San Diego's ETPL programs are dependent on funding and participant training needs.

For more guidance on participant registration, refer to ITA/ATA Policies and Procedures.

8. Refund Policy and Process

Training Providers are required to refund all or a portion of the cost of the training if a participant does not complete the program or for any overpayment of program costs. If a provider has a tiered drop (i.e., allows for full and/or partial refunds depending on portion of program completed) and refund policy which has been approved by the accrediting body and is publicly available to all perspective students, that policy may be used; however, a copy must be provided to SDWP for review and approval. Examples of an overpayment may be for supportive service costs not utilized by the participant as part of the total cost (i.e., books, tools, fees, etc.).

a. SDWP Refund Policy

If the Training Provider does not have a drop and refund policy in place and/or the drop and refund policy is not tiered (i.e., does not allow for full and/or partial refunds depending on portion of program completed) the provider must adopt and publish the below refund policy:

Status	Refund Level
Registered but did not start program	No payment will be made to provider
Attended 7 days or fewer of program (prior to drop date)	Full refund – due to SDWP within 45 days of planned course start
Attended less than 75% of program	Partial refund, pro-rated based on hours attended – due to SDWP within 45 days of discontinuation.
Attended 76%-100% of program	No refund required

b. Refund Process

Any refund due to SDWP must be received within forty-five (45) days of the discontinuation or within forty-five (45) days of successful completion if there was an overpayment. Failure to appropriately refund SDWP, or significant delays in issuing refunds, may result in removal from the ETPL.

Refund Process

When issuing a refund, the training provider must:
- Notify the Training Funds Coordinator (the Career Center); and
- Notify the SDWP Programs Department at voucher@workforce.org
- Send refunds/overpayments to:
    San Diego Workforce Partnership
    Attn: Accounts Receivable
    9246 Lightwave Ave, Suite #210
    San Diego, CA 92123
- Include a copy of the *Training Agreement* with the refund; and
- Reference the Training Agreement number on the check

Please review the section Voids and Discontinuations for added definitions and the Training Agreement refund process.

J. PERFORMANCE REQUIREMENTS

CA ETPL performance is reviewed each program year on a per program basis by SDWP and EDD through a Workforce Services Information Notice (WSIN). SDWP staff will notify training providers of the required performance reporting period at the beginning of each calendar year. SDWP will evaluate both

CA ETPL and SD ETPL performance during the annual review period. SDWP reserves the right to deny or delist any Training Provider, including all programs under that Training Provider, when the provider consistently fails to meet the CA ETPL and/or SD (Local) ETPL performance.

1. BPPE Annual Reports

Training providers with BPPE eligibility must submit performance data that matches the submitted BPPE annual report as part of the CA ETPL policy. SDWP may request a copy of the report to validate performance. BPPE Training providers must enter performance data into CalJOBS for both WIOA and non-WIOA participants in each training program by January 20th of each year. The period of reporting will be the calendar year (January 1st – December 31st) of the latest published performance period for BPPE.

i. *Performance Reporting Requirements – BPPE Exempt Providers*

Training Providers who are BPPE exempt must also enter performance data into the CalJOBS system by January 20th each year and submit a "BPPE Exempt Provider Program Performance Report" (WSD15-07, page 21-22). BPPE exempt providers who are not WASC accredited will be monitored for verification of instructors credentialing or experience, verification of instruction and monitoring of sites, and that sites and instruction meet current industry standards.

2. Performance Criteria

Performance requirements for both CA ETPL and SD ETPL are found on **EXHIBIT - ETPL PERFORMANCE.** Each training provider is held accountable to the state-mandated performance requirements based on their State Eligibility Criteria for inclusion on the CA ETPL. All WIOA participant CalJOBS data entry (e.g., enrollment, credential attainment) will be performed by the Americas Job Center of California (AJCC). ETPL Training Providers are required to report credential attainments to the AJCC within thirty (30) days of attainment for timely data entry.

i. *Enrollments*

Number of participants enrolled in, and have started, the training program during the reporting period.

ii. *Measurable Skills Gain*

Number of WIOA participants who have a documented skills gain (progress report) as part of their training during each program year enrolled in the program. Training Providers are required to provide a monthly progress report.

iii. *Completion*

Number of enrolled participants who have successfully completed a training program during the reporting period. For WIOA participants, the activity must be marked as "successful completion" in CalJOBS.

iv. *Credential Attainment*

Number of successful completions of a training program that received a certificate, credential, degree, or license during the reporting period. For WIOA participants, the number is calculated after the participant "exits" the WIOA program.

v. *Placements*

Number of participants who were placed in employment during the reporting period. For WIOA participants, the number is calculated after the participant "exits" the WIOA program.

vi. *Median Earnings*

The total individual income among participants who completed the training program and were placed in employment.

3. Performance Reporting Requirements – Initial Eligibility

Programs recently added to the ETPL must still adhere to the performance requirements listed in this section. New programs will have a maximum of 24 months to demonstrate compliance with required metrics.

i. *Performance Reporting Requirements – New Programs*

New training programs are programs that have not been offered to the general public. New does not mean "new to WIOA or the ETPL." New programs will be required to enter performance data from 12-24 months.

4. Participant Progress Reports & Attendance Records

The training provider shall also assist AJCC staff with completing the monthly required Progress Report & Attendance records as part of the performance documentation.

5. Performance Waivers

Training providers may receive a one-time only, single year continued eligibility waiver for a program that does not meet the CA ETPL performance. SDWP holds the rights to choose to apply for a waiver, based on program demand and continued eligibility, and the training program must be inactivated until the State Board has decided to approve the waiver request.

SDWP shall complete the *CA ETPL Subsequent Eligibility Program Performance Waiver Request* on behalf of the training provider and send the request to the attention of the State Board. The training provider shall assist SDWP on any requested information in order to complete the waiver.

K. TRAINING PROVIDER CONTINUED ELIGIBILITY & ANNUAL REVIEW

SDWP will evaluate all providers and programs on the San Diego ETPL at least once per year, during the annual review period to ensure that they continue to meet eligibility requirements beyond the period of initial eligibility. This determination is called "continued eligibility" (and sometimes noted as "subsequent eligibility'). *The annual review period will begin on June 1st and end June 30th. Changes to the ETPL will be effective July 15th.* SDWP's review will include but not be limited to:

1. Proof of Compliance

Training Providers will be required annually to submit proof of accreditation, State eligibility documentation, any changes in course costs, current W-9 or billing/address updates, proof of financial solvency, Equal Opportunity checklist and documentation, and any other updates to documentation received during Initial Eligibility Requirements, as requested. SDWP will also take into consideration timely notification of changes and general responsiveness. Providers which have become debarred from doing business with the Federal Government will be removed from the

ETPL. Proof of Compliance documentation is due by April 30th of each program term from all Training Providers who were approved and listed on the San Diego ETPL. This includes registration documentation required locally for Apprenticeship programs.

    i. *Proof of Compliance Exceptions*

        a) Training providers must provide SDWP written documentation of any changes to accreditation status or State eligibility criteria within 10 business days of notice or expiration.

        b) Newly listed Training Providers who were approved after February 1st during initial eligibility will not need to submit Proof of Compliance documentation unless the documentation has expired or changed.

2. CalJOBS Performance Reporting

See Performance Requirements section.

3. AJCC Feedback

AJCC staff will provide feedback on the Training Providers they have worked with during the program year. This will focus on information such as accuracy of information, responsiveness, refunds process, etc.

4. Participant Satisfaction Surveys

Surveys will be sent to each participant upon completion of their program. Data will be reviewed for trends by program as well as across Training Providers. Participants may also be interviewed by program monitors during a monitoring period.

5. Annual ID Review

Programs will be reviewed on an annual basis to ensure they meet the most current local eligibility criteria, as it is updated. Programs may be removed from the ETPL if the current SOC/CIP codes have been removed from the **EXHIBIT - ETPL IN-DEMAND OCCUPATIONS LIST**. This will not affect participants who were already enrolled in the program/course prior to the effective date.

6. Market Review

SDWP will review tuition and fees for each course and similar courses in the area to determine that fees are competitive.

7. CalJOBS Review

SDWP will review the information in CalJOBS to ensure the information is accurate. If a Training Provider makes a change during the term of eligibility without approval, SDWP reserves the right to delist the program.

8. Site Visits

In accordance with *SDWP Operations Manual, Chapter 8*, SDWP may perform an onsite review of the training facility, interview staff and participants. This review will focus on areas such as accessibility, cleanliness, and compliance with requirements. Site visit reports will be issued documenting all findings; provider will have 30 days to address any deficiencies and may be de-

listed if appropriate action is not taken. A copy of the site visit checklist will be provided in advance of each visit.

L. TRAINING PROGRAM UPDATE POLICY AND PROCESS

Program updates will only be allowed on an annual basis during the annual review period. *The annual review period will begin on June 1ˢᵗ and end June 30ᵗʰ. Updates made during the annual review period will be effective July 15ᵗʰ.* Course fees, course description, and SOC and CIP Codes, and course information included in the must remain the same for the entire term of the program eligibility: *July 15ᵗʰ through June 15ᵗʰ* of the following year. Programs will have a "Continued Eligibility" date of June 15ᵗʰ and will be "pending" approval in CalJOBS.

1. Cost Updates

The original price of the training program submitted with the approved program application must be used for the duration of the program term. The new price will take effect after SDWP approves the price change during the annual review period, effective July 15ᵗʰ. If a Training Provider makes a price change without approval, SDWP reserves the right to delist the program or limit reimbursement to the approved price. Tuition costs must be equal to or less than the published rate on the institution website or catalog. Training Providers must provide a direct link (URL) to the training program on the course catalog on the "Additional Details" section of CalJOBS. Training Provider must break out the costs as instructed on the "Program Cost" section of CalJOBS.

2. SOC and CIP Code Updates

The original SOC and CIP codes of the training program submitted the approved program application must be used for the duration of the program term. If a program is removed from the San Diego ETPL due to the annual review, the Training Provider can follow the program update process below during the annual review period to update the codes, if applicable. If a Training Provider makes coding change without approval, SDWP reserves the right to delist the program.

3. Location Updates

Training Providers may update locations for their programs at any time by adding/deleting locations on their CalJOBS profile. If the Training Provider would like a previously approved onsite program to be made available online, they must submit a ***SD ETPL New Program Request.***

4. Other Updates

Other information may be updated on CalJOBS in order to provide accurate information to the AJCC's and/or participants at any time throughout the year without prior approval from SDWP.

Program Update Process

1. Update the program on the CalJOBS for the CA ETPL under the approved Training Provider profile during the annual review period - *between June 1ˢᵗ – June 15ᵗʰ.*
   - Reference ***SDWP Operations Manual, Chapter 5: CalJOBS Data Entry Policies and Procedures,*** **ATTACHMENT - ETPL TRAINING PROVIDER INSTRUCTIONS** for required fields and procedures.
   - SDWP Staff will review the program during the annual review period for both CA ETPL and SD ETPL during the continued eligibility process.
   - If approved for continued eligibility on the State ETPL, it will be effective on the review date in CalJOBS.

- If approved for SD ETPL, *the effective date of the program update will be July 15th.*

M. DENIALS

SDWP may deny a new application for a Training Provider or training program ("initial eligibility") if:
- The Training Provider and/or its program(s) fail to meet the minimum criteria for initial listing as specified in Training Provider Initial Eligibility Requirements, Third Party Agreements, and/or Out-of-State Training Providers above;
- The application from the Training Provider is incomplete;
- The Training Provider intentionally supplied inaccurate information; or
- The Training Provider substantially violated any WIOA requirement(s) or is debarred;
- WIOA program needs, funding, or convenience do not require the service;
- The training program is available for free or lower cost from another source in the community.

> Denial Process
> - If SDWP denies a Training Provider's initial application for listing on the CA ETPL or SD ETPL, SDWP shall, within thirty (30) business days of receipt of the application, inform the provider in writing and include the reason(s) for the denial.
> - If EDD denies a Training Provider's program list on the ETPL, EDD must within 30 days of receipt of the recommendation, inform SDWP of the denial and reason(s) for the denial. SDWP shall in turn inform the provider in writing and include the reason(s) for the denial.
> - If EDD, in consultation with SDWP, determines that a Training Provider intentionally supplied inaccurate information, or substantially violated any WIOA requirement(s), EDD or SDWP shall terminate the eligibility of the provider, remove the provider from the ETPL and deny the provider's eligibility to receive funds under WIOA section 133(b) for at least two (2) years, or take other action as deemed appropriate.

Please note: Unless the Training Provider has been otherwise advised by another WDB, denial is only applicable to the San Diego area and does not impact the delivery of services elsewhere in California or the United States.

N. DELISTING

1. CA ETPL Delisting

SDWP may delist a previously approved Training Provider or program from the CA ETPL for not meeting the CA ETPL requirements as outlined in this policy and the CA ETPL Policy. This may include reasons listed below:
- The Training Provider failed to submit requested documentation as part of Training Provider Continued Eligibility & Annual Review;
- The Training Provider did not maintain the minimum performance criteria for CA ETPL;
- The Training Provider is now debarred from doing business with the Federal Government;
- The Training Provider failed to meet BPPE reporting requirements (Title 5 California Code of Regulations Division 7.5);
- At least one WIOA participant has not enrolled in the training program for the previous program year (July 1 through June 30) and the local area waived the right to retain the program;
- The Training Provider lost its accreditation and/or BPPE license;
- The Training Provider has experienced fraud, malfeasance or other illegal activity involving WIOA funds or participants; and/or

- The Training Provider has not complied with Equal Opportunity guidelines as outlined in ***Chapter 9 of the Operations Manual***.

2. SD ETPL Delisting

SDWP may delist a previously approved Training Provider or program from the SD ETPL if they have been delisted from the CA ETPL for reasons above and for any of the following reasons:
- The Training Provider lost its accreditation or has not provided proof of accreditation;
- The Training Provider did not maintain the minimum performance criteria for SD ETPL;
- Participant satisfactions surveys demonstrate a history of challenges with the program or provider;
- The Training Provider receives complaints by participants, which has been vetted by SDWP;
- The Training Provider has a history of failure to provide refunds as required under the policy;
- SDWP program needs, funding or convenience no longer require the service;
- The training program is no longer considered in-demand in the local area; and/or
- The training program is available for free or lower cost from another source in the community.

Delisting Process

- For delisting of a Training Provider from either the CA ETPL or the SD ETPL, SDWP will provide the training provider with the reasons for delisting and a deadline to respond within thirty (30) days after the notification.
  - If the Training Provider does not provide required information and/or documentation by the deadline, the Training Provider will be delisted.
  - Training Providers who have been delisted may appeal the decision by following the Appeals Process.
- For delisting of a Training Program on the CA ETPL, SDWP will review all training program eligibility in CalJOBS during the annual review period. CalJOBS will notify the Training Provider of the status of a program on the "Review" tab.
  - If the program does not meet initial eligibility requirements, the program will be delisted.
    - The program will show as "Rejected, does not meet initial eligibility" with the last review date.
    - The reason for rejection will be noted in an attached case note in CalJOBS.
    - Training providers may also inquire regarding the reason for delisting in writing to inquiries@workforce.org. The ETPL team will provide the reasons within five (5) business days and training providers may appeal the decision by following the Appeals Process or the Reactivation of Training Programs process, whichever is applicable.
- For delisting of a Training Program on the SD ETPL, SDWP will review the training program eligibility based on the local criteria during the annual review period and publish an updated approved program list on July 15th. Training Providers that had programs that were delisted from the SD ETPL will be notified within ten (10) business days of the publishing of the approved programs list.

Please note: Unless the Training Provider has been otherwise advised by another WDB, delisting is only applicable to the San Diego area and does not impact the delivery of services elsewhere in California or the United States.

O. TRAINING PROVIDER APPEALS & COMPLAINTS PROCESS

For information regarding submitting an appeal regarding a Training Provider denial/delisting, or a participant complaint about a Training Provider, refer to **SDWP Operations Manual, Chapter 9: Nondiscrimination & Equal Opportunity Policy and Complaint Procedures**.

P. REACTIVATION OF TRAINING PROGRAMS

SDWP may reactivate a program previously removed, rejected or delisted from the CA ETPL or SD ETPL if the Training Provider makes a written request to SDWP via ETPL@workforce.org to reactivate the program and demonstrates compliance with all State and/or local eligibility requirements. Training Providers will be notified if a program is removed, rejected, or delisted and the reason for the removal in writing based on the delisting process. SDWP will respond to reactivation requests within ten (10) business days.

Q. POLICY CHANGES

SDWP will update this policy based on changes to the Federal and State laws, regulations and guidance, training program performance data, local economic and labor market conditions and/or other local Workforce Development Board priorities.

III. ITA/ATA POLICIES AND PROCEDURES

The following sections list the requirements for the AJCC operator to provide ITA's/ATA's using the approved ETPL.

A. ELIGIBILITY FOR ITA TRAINING SERVICES

Under the WIOA there are two levels of services: Basic and Individualized services. A determination that a participant needs individualized and/or training services can be made without regard to how long the individual has been receiving services at each level. Participants in Adult programs must meet eligibility requirements, before being provided training services. Eligibility for services is found in **SDWP Operations Manual, Chapter 7, Part 1: WIOA Adult and Dislocated Worker Program Eligibility**.

Training services are available to those participants who are unable to find employment. Need and ability to benefit from WIOA funds must be established and the participant must have the skills and qualifications to successfully complete the training program. An individual's need for training shall be determined through an assessment. Participants with marketable skills within an ID occupation shall not be deemed eligible for WIOA funded training.

Under WIOA, ITA's will be used when training at no cost cannot be found or provided in a timely manner. Participants must meet the financial need requirement of being unable to obtain grant assistance from other sources to pay partial or full costs of such training.

All other training options and funding sources, including ETPL funds shall be exhausted prior to utilizing WIOA ITA funds. America's Job Center of California (AJCC) staff shall monitor and track each participant's financial aid. ITA's will provide participants the maximum participant choice in services and in training schools, and the flexibility needed to obtain training in demand occupations in the changing economy of the San Diego Region. Each AJCC Operator shall be accountable for developing and managing an ITA process that provides training opportunities to participants who express an interest in, and need for, training opportunities. AJCC Operators must show evidence of exhausting all other funding sources through documentation in CalJOBS.

B. ELIGIBILITY FOR ATA TRAINING SERVICES

A Registered Apprenticeship is industry-driven where employers determine the skills that are essential to sustain a quality workforce. Similar to ITA's or OJT's, Registered Apprenticeships target participants who need training and prepares them for in-demand occupations throughout San Diego County. However, unlike ITA's and OJT's, Registered Apprenticeships include both classroom and OJT training, and participants earn wages while training.

Apprenticeship training is an "Earn and Learn" model. The length of the apprenticeship training will vary by occupation. The apprentice is hired as an employee within the training field and earns wages once accepted into the program. To be a registered apprenticeship, an apprentice is required to attend a minimum of 144 hours *per year* of classroom training and obtain 2,000 hours of on-the-job training. Additional classroom training hours are accrued on a six-month basis with a requirement of 72 hours per period.

1. ATA Program Admission

A participant must be accepted by a registered apprenticeship's program sponsor prior the execution of an ATA. Sponsors are employers, or groups of employers, who identify the minimum qualifications applicants must meet in order to apply for their apprenticeship program. Minimum qualifications and credentials to apply may include education, ability to physically perform the essential functions of the occupation and proof of age. Additional qualification standards, such as interviews, school grades and previous work experience may be required. Participants must be at least 18 years old to apply to a registered apprenticeship; however, the minimum age and minimum education requirements may be waived for Participants who are accepted and registered as a student/apprentice in the school-to-registered apprenticeship program. At no time may the student/apprentice be less than 16 years of age.

Through the apprenticeship agreement, an apprentice receives supervised, structured OJT training combined with related technical classroom instruction that provides the knowledge required to perform at a highly-skilled level.

At the end of the apprenticeship, all apprentices must receive an industry-recognized credential. Some apprenticeship programs offer interim credentials as apprentices achieve important milestones during their apprenticeship.

2. Apprenticeship Training Procedures

The length of the WIOA supported apprenticeship training shall include the probationary period (varies by sponsor) and the first 144 hours of classroom training. These first 144 hours of training must take place within 18 months from the start of the program. The ATA will be used to support classroom activities of the apprenticeship program and not OJT training activities.

Once the participant (apprentice) progresses through the probationary period plus the first 144 hours of training, the participant shall be exited from WIOA as "entered employment."

Registered apprenticeships must pay Apprentices, at minimum, the local minimum wage during the OJT for the duration of the program. Upon completion of the apprenticeship, it is the goal of the program that the self-sufficiency wage identified in the **EXHIBIT - LIST OF IN-DEMAND JOBS** is met upon placement in employment in a related occupation.

C. MAXIMUM ITA/ATA REIMBURSEMENT

The ITA cap shall not exceed $5,000, or the actual cost of the program, ***whichever is less***.

Supportive Services can be used on an Approved Training if the training does not include all associated costs and/or training pre-requisites for the participant to be successful in training. Refer to ***Chapter 4, Part 1: Adult and Dislocated Worker Program Activities, Attachment – Supportive Services Policy and Procedures***.

SDWP will only reimburse for costs related to classroom training. WIOA funds cannot be used to pay for wages or for any additional services that are duplication of services under WIOA Title I, including, but not limited to: case management and other career services provided through the AJCC.

Note: The cap in place at the time of the SDWP approved Training Agreement (CalJOBS Activity Enrollment Form) must be adhered to with no exceptions.

D. TRAINING RESEARCH

Following assessment and identifying the need for training, the Case Manager shall guide the participant with conducting the following ITA/ATA research:

1. Participant shall use Career Coach to explore local careers and educational programs.
   - Take a career assessment
   - Explore industries and occupations that match their interests
   - Find San Diego-specific wage and occupations growth information
   - Access real-time job postings
   - Build a resume
   - Learn about educational programs that can prepare participants for their career of choice
   - Veterans can find civilian careers related to their military occupation.

2. Participants shall complete research on two training providers on the approved ETPL using Career Coach and internet or information available at the AJCC. The participant must consider transportation, classroom setting, and if applicable, necessary accommodations for persons with disabilities.
   a. If a training is online, the participant must have consistent access to internet, a computer, and any necessary equipment to complete the course. The case manager must document the reason for choosing an online course in the CalJOBS case note.
   b. Training provider research may be conducted at just one location at the discretion of the AJCC Operator to streamline the ITA/ATA process. The justification for a waiver to complete only one training provider research must be documented in the CalJOBS case note.

3. It is recommended, although not required, that participants contact a minimum of one business to inquire about the feasibility of obtaining employment upon completion of the chosen training program. Participants must determine whether the selected training program meets all employment requirements (i.e., credentialing, internship, skill standards).

4. The AJCC Case Manager shall notify the Training Funds Coordinator when the research has been completed and approved for training.

5. The AJCC Case Manager will enter the following CalJOBS standalone case note with the subject line: ITA Research:

On-site

> *The participant researched* Name of Training Provider *and* Name of Training Provider *using information on the approved ETPL and* method used to research*. The participant chose to visit* Name of chosen Training Provider *and has chosen the training provider* List specific details regarding the participant's choice. *The participant has completed all pre-requisites and requirements for this training course, including* List any prerequisites and requirements *and is eligible to begin.*

Online

> *The participant researched* Name of Training Provider *and* Name of Training Provider *using information on the approved ETPL and* method used to research*. The participant chose* Name of chosen Training Provider *and has chosen the training provider* List specific details regarding the participant's choice *and has adequate access to a computer and the necessary equipment to complete the online course*. *The participant has completed all pre-requisites and requirements for this training course, including* List any prerequisites and requirements *and is eligible to begin.*

E. TRAINING AGREEMENT NUMBER

The following shall be used to assign Training Agreement numbers:
- Region Code (1 digit) + Program Code (1 digit) + WIOA App ID (8 digits) + Program ID (5 digits)

Region Codes	*Program Codes*
E - East	**A** - Adult
M - Metro	**D** - Dislocated Worker
N - North	
S - South	

- Program ID numbers for approved programs will be listed on the published ETPL on http://workforce.org/etpl
- If a Program ID number is less than 5 digits, the Training Funds Coordinator shall use zeroes (0) in front of the number
- The Program ID number will be entered on the Activity Code in CalJOBS and must match the Training Agreement

> *Example Agreement Number:* **MA-12345678-00985**

F. REQUEST FOR TRAINING FUNDS

The AJCC staff shall be responsible for the following training request documentation and data entry processes. Approved training requests will require the appropriate training activity code be entered into CalJOBS based on the selection from the training research, generation of the CalJOBS Activity

Enrollment Form (Training Agreement), obtaining all the necessary signatures on the Training Agreement, uploading documentation to CalJOBS, and submission of participant information to the Training Request spreadsheet no less than seven (7) business days prior to the start date of training.

Request for Training Process

1. CalJOBS Activity Code Data Entry

The AJCC Training Funds Coordinator is responsible for the following:
- Add appropriate training activity code in CalJOBS
  - ITA - 300
  - ATA - 325
- Enter the required (*) fields on each of the following tabs:
  - General Information
  - Service Provider
  - Enrollment Cost
- On the **General Information** tab:
  - Projected Begin Date
  - Projected End Date
  - DO NOT enter the Actual Begin Date
  - In the *Comments* field text box include:
    - Training Agreement Number
      - See Training Agreement Number below
      - Based on the current ETPL
    - Total Program Cost
      - Based on the current ETPL
      - Enter decimal place holders if necessary
    - Financial Aid: (if applicable)
      - Enter the amount of any financial aid received
      - Enter $0.00 if no financial aid was obtained
    - Student Cost: (if applicable)
      - Enter any additional cost to the participant greater than the training amount and any financial aid received
      - Enter $0.00 if there is no additional student cost
    - Include Training Tier
      - Enter T1 for Tier 1 – Priority
      - Enter T2 for Tier 2 – In-Demand
      - Enter T3 for Tier 3 - Customer Choice

EXAMPLE:

MA-12345678-00123 Total Program Cost: $5,000.00 Financial Aid: $1,000.00 Student Cost: $0.00 T1

- On the **Service Provider** tab:
  - Use the ETPL spreadsheet from workforce.org to ensure selecting the correct Training Provider and Training Program
  - Select the Standard Occupational Code (SOC) based on the information found on the ETPL spreadsheet

- On the **Enrollment Cost** tab:
  - Zero all itemized fields (ex. Books, Tuition, etc.)
  - Enter the Other Cost field
    - Compare the Program Cost to the Max Training Cost
    - Use the minimum amount
- Review CalJOBS Data Entry
  - Generate the Activity Enrollment Form (Training Agreement) PDF
  - Review the Training Agreement for errors
    - Use the Training Agreement CalJOBS Data Entry Checklist

2. CalJOBS Activity Enrollment Form (Training Agreement)

The AJCC Case Manager is responsible for the following:
- Generate the Activity Enrollment Form (Training Agreement) PDF
- Review the Training Agreement for errors
  - Use the Training Agreement CalJOBS Data Entry Checklist
- Obtain signatures after data is verified as accurate
  - Applicant Signature Line
    - Signed by the participant
  - Staff Signature Line
    - Signed by the training provider
- Upload digital signed Training Agreement to central location for AJCC Training Funds Coordinator

NOTE: No changes can be made to a signed Training Agreement. If there is an error found on the signed Training Agreement, a new Training Agreement MUST BE created, and new signatures obtained after corrections have been made.

3. Training Request Spreadsheet Submission

The AJCC Training Funds Coordinator is responsible for the following:
- Review Training Agreement
  - Verify signatures
- Upload signed Training Agreement to CalJOBS
- Enter **Enrollment Budget** tab
  - Select Budget
- Enter attached case note to training activity code
- Case note to include:
  - Subject Line:
    Activity Code – Activity Code Description + "Request for Training"
    Example: "300 – Occupational Skills Training (Approved ETPL Provider) Request for Training"
  - Case note text:
    "Training Agreement signed and uploaded to CalJOBS. Awaiting training approval."
- Enter the participant information into the spreadsheet
  - Participant Name
  - Training Agreement Number
  - Date of Request

4. Training Agreement Approval

SDWP staff will review the training activity code data entry and activity enrollment form upon daily review of the Training Request spreadsheet in SharePoint.

In the event the training activity code data entry and activity enrollment print out has missing information or incorrect information, SDWP staff will notify the AJCC Training Funds Coordinator via the Corrections Spreadsheet. The Training Agreement will not be approved until the necessary modifications listed in the Corrections spreadsheet are completed. Any change to signed Training Agreement will require a new form to be generated and new signatures obtained from the participant and the training provider. Any changes to the training provider and/or program, office location, or customer group will require the submission of a Data Change Request (DCR). The date of the signatures will be the driving date to determine the agreement date.

Within two (2) business days of receipt of the complete and accurate authorization, SDWP staff shall approve training by assigning appropriate budget to training in CalJOBS. The AJCC staff will run CalJOBS reports to identify approved training.

The AJCC staff shall notify the training provider of the approval via e-mail and attach the Training Agreement (CalJOBS Activity Enrollment Summary).

G. TRAINING DOCUMENTATION

1. Activity Enrollment Summary (Training Agreement)

The AJCC Case Manager shall confirm that the participant started training and shall document confirmation by entering into CalJOBS training code Actual Begin Date field after the participant has passed the training provider 'drop-date'. An attached case note will also be added to the activity indicating the participant has begun training.

2. Case Notes

The following sample case note shall be used:

> *On* Date *I called* Name of Training Provider *to verify that* Name of Participant *started training on* Date. *I spoke with* Name of Contact and Contact's Title. Name of Contact *verified that* Name of Participant *attended training program on *intended start date*.

*If the participant's start date is different than the "projected start date" noted on the signed Training Agreement, an additional attached case note should be entered to document the change of start date and the reason for the change.

H. VOUCHER

A voucher in CalJOBS will act as a request for payment to the training provider. The AJCC Training Funds Coordinator must enter a voucher for training in CalJOBS within seven (7) calendar days after the confirmation of the training start date.

Voucher submissions greater than six months from actual start date or vouchers submitted for trainings that began in previous program year(s) will not be paid by the Workforce Partnership and payment responsibility will fall on the Career Center Service Provider.

1. Voucher Processing

Vouchers are submitted through CalJOBS in the **Budget Planning** tab of your training activity code and is to be completed by the Training Funds Coordinator.

Voucher Process

- o Navigate to training activity code in participant program profile
- o Use the **W** (W) wizard icon to enter the activity code in edit mode
- o On the **Budget Planning** tab:
  - o Select the Add a Voucher link
  - o Confirm the billing address for accuracy
    - ▪ If the billing address is not correct contact inquiries@workforce.org.
  - o Reference No field
    - ▪ Enter the Training Agreement Number
  - o Date field
    - ▪ Enter the date of the voucher request
  - o Cost Details Section
    - ▪ Enter the total funded amount for the training in the Other Costs field
- o Enter attached case note to training activity code
  - o Case note to include:
    - ▪ Subject Line: Activity Code – Activity Code Description + "Voucher" Example: "300 – Occupational Skills Training (Approved ETPL Provider) Voucher"
  - o Case note text: "Voucher entered and pending approval."

SDWP staff will run the CalJOBS Payment Report daily for submitted vouchers that are pending approval. SDWP staff will review the voucher for accuracy. Once approved, the voucher status will be updated to "Approved".

SDWP Finance Department will run the CalJOBS Payment Report weekly for approved vouchers. Payment will be mailed directly to the training provider within 30 days of the report date. Once SDWP Finance Department has prepared the payment, the check number, check amount, and check print date will be entered into CalJOBS. The AJCC Staff can run the CalJOBS Payment Report to view all vouchers that have been processed by SDWP Finance Department.

I. DATA CORRECTIONS, VOIDS AND DISCONTINUATIONS

Participants, at their right, may discontinue training at any point during the program. It is the responsibility of the AJCC Case Manager and Training Provider to work with each participant and ensure their training needs are met. However, a participant may not switch to a different program and/or provider under the same Training Agreement and may not be eligible for another ITA/ATA if they discontinue. Discontinuations will be evaluated on a case-by case basis by SDWP.

1. Data Corrections

An ITA/ATA correction occurs when the data in CalJOBS needs to be corrected and/or data needs to be inputted after a system closure in CalJOBS.

Data corrections must be submitted if data related to the training activity code was inputted incorrectly and/or not entered and it's been more than 30 days.

Reference *SDWP Operations Manual, Chapter 5: CalJOBS Data Entry Policies and Procedures* for required fields and procedures.

2. Training Void

An ITA/ATA Void occurs when a participant decides to forego training: a participant does not start training and no costs are incurred.

Void Process

Voids can only be submitted if no actual start date was entered and no voucher was submitted through CalJOBS.

1. A Training Void requires a Data Change Request (DCR) be submitted to CalJOBS@workforce.org for the completion status of the training code to be set to void. Reference *SDWP Operations Manual, Chapter 5: CalJOBS Data Entry Policies and Procedures* for required fields and procedures.
2. Enter an attached case note to the training activity code. Case note must include the following:
   - Subject Line: Activity Code – Activity Code Description + "VOID"
     Example: "300 – Occupational Skills Training (Approved ETPL Provider) VOID"
   - Case note text explaining the reason for void and if applicable the last day the participant attended training.

3. Training Discontinuation

An ITA/ATA Discontinuation occurs when a participant starts training and discontinues training. If the participant's discontinuance is due to an unforeseeable emergency (i.e., documented illness) then the participant is eligible for reinstatement, based on approval.

Discontinuation Process

1. The AJCC Case Manager shall enter the correct last date of training and ITA/ATA completion status.
   - If a start Date was entered and no voucher submitted, update the completion status to drop out of activity.
   - If a start date was entered and a voucher was submitted, update the completion status to unsuccessful completion.
2. The AJCC Case Manager shall enter an attached case note to training activity code; case note must include the following:
   - Subject Line: Activity Code – Activity Code Description + "Update"
     Example: "300 – Occupational Skills Training (Approved ETPL Provider) Update"
   - Case note text explaining the reason for discontinuance and the last day the participant attended training

   Note: A DCR to remove a training activity code cannot be submitted for a discontinuance once payment has been received by the training provider unless a full refund has been received and processed by SDWP Finance Department. Any partial payment to the training provider also disqualifies the training activity code from being removed in CalJOBS.

J. PROGRESS REPORT & ATTENDANCE

The training provider must provide *Chapter 4. Part I:* ATTACHMENT - PROGRESS REPORT FORM on the participant's progress and attendance to the AJCC by the tenth business day of each calendar month, as part of the ITA Agreement. In the event that the participant fails to attend school, the training provider must inform the AJCC within three (3) days of consecutive non-attendance. In the event the student is terminated for non-attendance, the school must refund the unused WIOA training funds within ten (10) business days of the student's last date of attendance. If the training provider fails to provide progress and attendance reports, the Case Manager shall contact the training provider or Participant to obtain this information. All attempts to obtain the reports must be entered into CalJOBS.

K. REFERENCES

- WIOA (Public Law 113-128) Section 122 (a) through (h)
- Workforce Services Directive 15-07 (WSD15-07) Workforce Innovation and Opportunity Act Eligible Training Provider List Policy and Procedures
- Employment Development Department (EDD) Workforce Innovation and Opportunity Act Eligible Training Provider List Policy and Procedures
- Title 20 Code of Federal Regulations (CFR) "WIOA, Notice of Proposed Rule Making" (NPRM), Sections 680.400 – 680.530
- Training and Employment Guidance Letter (TEGL) 41-14, WIOA Title I Training Provider Transition (June 26, 2014)
- Workforce Services Information Notice (WSIN) 15-47, ETPL Performance Standard for WIOA Transition
- Senate Bill 118, Chapter 562, Statues of 2013
- California Labor Code Section 4658.7(e)
- California Private Postsecondary Education Act of 2009
- Assembly Bill Number 554 requires that the California Workforce Development Board and local Workforce Development Boards develop a policy regarding WIOA-funded apprenticeship programs approved by the Division of Apprenticeship Standards (DAS). SDWP's Apprenticeship Training Policy and Procedures was approved by the San Diego Consortium Policy Board (Policy Board) on November 21, 2014.
- Division of Apprenticeship Standards

IV.   EXHIBITS

ETPL IN-DEMAND OCCUPATIONS LIST

ETPL PERFORMANCE