

APRIL 28, 2022

TO: All Western Piedmont Workforce Development Area Title I Service Providers

SUBJECT: Occupational Trainings, Individual Training Accounts and Cost Tracking Process Policy

EFFECTIVE DATE: Immediately

EXPIRATION DATE: Indefinite

CONTACT: Workforce Development Administrator

Donna T. Gilbert

Donna Gilbert
Interim Workforce Development Director

Serving Alexander, Burke, Caldwell and Catawba Counties

The Western Piedmont Workforce Development Board does not discriminate on the basis of race, color, national origin, sex, religion, age or disability in employment or the provision of services.

OCCUPATIONAL TRAININGS, INDIVIDUAL TRAINING ACCOUNTS AND COST TRACKING PROCESS POLICY

PURPOSE: To provide guidance on approved Occupational Trainings, Individual Training Accounts (ITAs) and Cost Tracking Process for Western Piedmont Workforce Development Area (WPWDA). *To rescind Occupational Trainings, Individual Training Accounts and Cost Tracking Process Policy dated April 11, 2022.*

BACKGROUND: The Workforce Innovation and Opportunity Act (WIOA) requires that training services provided through ITAs be directly linked to occupations that are in demand in the Local Area. Western Piedmont Workforce Development Board has approved a list of Occupational Trainings (Attachment A). An ITA is established on behalf of the WIOA Title I participant (herein referred to as participant) to help pay for training services. Training services are provided by eligible providers who are on the NC Eligible Training Providers List found in ncworks.gov and are chosen by the participant in consultation with the Career Advisor. WPWDA maintains a lifetime WIOA training funds limit of \$7,600 for each eligible participant. To ensure accurate tracking and timely reimbursement of training costs, the Title I Service Provider (herein referred to as service provider) is to maintain records of each participant's support and training expenditures.

PROCEDURE: Occupational trainings for participants must be on the Western Piedmont Workforce Development Board's approved list (Attachment A). In addition, the training provider and training program must be on the NC Eligible Training Providers List found in ncworks.gov. If the training provider and/or training program are not listed, approval of additional training providers and programs can be requested by making a request to the Workforce Development Program Administrator. To request approval, the service provider will follow the process outlined below:

1. The service provider must check the WPWDA's current Occupational Trainings (Attachment A) list to assure the training program/occupation is listed.
2. The service provider must research the training program/occupation for the current outlook for employment specific to WPWDA to determine with viability of the training.
3. The service provider must check ncworks.gov to determine whether or not the program is available and what training providers are already offering the training.
4. If the training program is listed in ncworks.gov, the service provider must confirm it has been approved for WIOA. If approved for WIOA, the service provider may proceed with enrollment of the participant.
5. If the training is not listed in ncworks.gov, the service provider must complete the New WIOA Training Provider/Program Request (Attachment B) and submit to the Workforce Development

Program Administrator by email. Only forms that provide accurate and complete information will be considered. Allow 5 business days for a response. Once a decision is made the Workforce Development Program Administrator or Program Coordinator will notify the service provider by email of the decision.

Special situations may be approved by the Workforce Development Program Administrator with proper documentation.

ITA Scholarship Vouchers are to be issued to the training provider to incur the cost of curriculum tuition, fees, books and tools of the trade for WIOA Adults, Dislocated Workers and Out-of-School Youth. In-School Youth who have completed high school should be co-enrolled as an Adult and handled as an In-School Youth post-secondary so an ITA Scholarship Voucher can be issued. Career Advisors need to enter a case note in ncworks.gov for In-School Youth co-enrolled with Adult. Tools of trade are defined as items required specifically for training which does not include tuition, books, fees or healthcare requirements such as immunizations. Tools of trade are not items required for paid/unpaid internships or OJT placements. The Career Advisor must take into account the actual cost of training as it relates to the total allowable training amount for each participant based on their selected curriculum. Once the final amount is determined, the Career Advisor will create the service provider's invoice and attach the approved ITA Scholarship Voucher with the supporting documentation and submit to the service provider Program Manager or Program Coordinator for review and reimbursement processing. The service provider's invoice, ITA Scholarship Voucher and supporting documents are to be uploaded in the participant's file in ncworks.gov. ITA Scholarship Vouchers must be submitted and paid in the same program year that training takes place. WIOA funds for ITA Scholarship Vouchers count towards the participant's lifetime limit.

In the event the total cost of an approved training program is expected to exceed the reasonable and customary cost of WIOA funded training, whether at a community college, university or proprietary provider, the Career Advisor must request special approval from the Western Piedmont Program Administrator to use WIOA funds. On a case-by-case basis, students required to pay out-of-state tuition must be at least 50% completed with their training. Reasonable and customary cost of WIOA funds is \$4,300.00 per year or the \$8,600.00 lifetime maximum. Special approval by the Western Piedmont Program Administrator will need to be requested for amounts over \$5,000.00 per year.

In order to be approved for use of WIOA funds for a costly occupational training, a documented plan must be placed to cover the cost of training. The Request for Approval of the Use of WIOA Funds for Costly occupational Training (Attachment C) must be completed and submitted to the Workforce Development Program Administrator. Allow 5 business days for a response. When a decision has been made,

the Workforce Development Program Administrator will notify the Career Advisor by email of the decision.

A Purchase Order can be issued and used for the following:

- To incur the costs of short-term training for WIOA Adults, Dislocated Workers and Out-of-School Youth. Once the training provider's invoice has been received, the Career Advisor will create the service provider's invoice and attach the training provider's invoice, copy of the Purchase Order and course syllabus stating what the training was for and submit to the service provider Program Manager or Program Coordinator for review and reimbursement processing. The service provider's invoice, training provider's invoice, copy of Purchase Order and course syllabus are to be uploaded in the participant's file in ncworks.gov. The service provider's invoice must be submitted and paid in the same program year in which the training takes place.
- To incur other training related costs from another vendor such as a uniform company. Once the vendor's invoice for these costs has been received, the Career Advisor will create the service provider's invoice, attach the vendor's invoice, copy of the Purchase Order and course syllabus stating the items purchased were required and submit to the service provider Program Manager or Program Coordinator for review and reimbursement processing. The service provider's invoice, vendor's invoice, copy of the Purchase Order and course syllabus are to be uploaded in the participant's file in ncworks.gov. The service provider's invoice must be submitted and paid in the same program year the purchase was made.

WIOA funds for Purchase Orders count towards the participant's lifetime limit.

A Support Purchase Order can be issued and used for the following:

- To incur the cost of short-term training for In-School Youth while they are enrolled in high school. Once the training provider's invoice has been received, the Career Advisor will create the service provider's invoice and attach the training provider's invoice, copy of the Support Purchase Order and course syllabus stating what the training was for and submit to the service provider Program Manager or Program Coordinator for review and reimbursement processing. The service provider's invoice, training provider's invoice, copy of the support Purchase Order and course syllabus are to be uploaded in the participant's file in ncworks.gov. The service provider's invoice must be submitted and paid in the same program year in which the training takes place.
- To incur Finish Line Grant assistance or emergency assistance from another vendor such as car repairs, utility payment, etc. Once approval is given by the Workforce Development Program

Administrator for this type of assistance, the Career Advisor will create the service provider's invoice and attach the vendor's invoice, copy of the Support Purchase Order and any additional supporting documentation and submit to the service provider Program Manager or Program Coordinator for review and reimbursement processing. The service provider's invoice, vendor's invoice, copy of the Support Purchase Order and additional supporting documentation are to be uploaded in the participant's file in ncworks.gov. The service provider's invoice must be submitted and paid in the same program year the assistance was given.

WIOA funds for Support Purchase Orders to incur the cost of short-term training for In-School Youth do not count towards the participant's lifetime limit.

The service provider's invoice may be used for payments issued directly to a vendor. At no time will a participant receive a reimbursement check unless extenuating circumstances are documented and approved by the Title I Program Manager. In the event a participant reimbursement is approved, receipt for payment and a copy of the credit card/bank statement showing the account holder's name (printed not hand written), last 4 digits of the account number and noting (highlighted or underlined) the corresponding charge or the cancelled check/bank statement showing the payment, course syllabus stating the item purchased was required and submit to the service provider Program Manager or Program Coordinator for review and reimbursement processing. There will be no reimbursement for purchase made with cash.

Note: Support Services are available based on annual budget allocations and are not required to be provided.

In the event that a Third Party Payer makes a purchase on behalf of the participant, the payer must complete the WIOA Agreement with Third Party Payer form (Attachment D). The Career Advisor will create the service provider's invoice and attach the Third Party Payer form (Attachment D), receipt for payment and a copy of the credit card/bank statement showing the account holder's name (printed not hand written), last 4 digits of the account number and noting (highlighted or underlined) the corresponding charge or the cancelled check/bank statement showing the payment, course syllabus stating the item purchased was required and submit to the service provider Program Manager or Program Coordinator for review and reimbursement processing. The service provider's invoice, WIOA Agreement with Third Party Payer (Attachment D), receipt and copy of the credit card/bank statement or cancelled check/bank statement and course syllabus are to be uploaded in the participant's file in ncworks.gov. The reimbursement check will be mailed directly to the Third Party Payer. The service provider's invoice must be submitted and paid in the same program year the purchase was made. There will be no reimbursement for purchase made with cash.

WIOA funds may be used to pay for participant's cap and gown for graduation. The course syllabus listing these items will need to be submitted along with the invoice as supporting documentation. A graduation announcement may be used as supporting documentation if the course syllabus does not list the cap and gown.

The Career Advisor is to track the expenditures for each participant so the participant's lifetime training does not exceed WPWDA lifetime limit. Also, the support funds utilized by each participant are to be tracked. There are no lifetime limits for childcare or mileage, however, the Finish Line Grant does have a limit (see the WPWDA Finish Line Grant Policy located at <https://www.wpcog.org/policy-statements>).

If changes are needed on an ITA Scholarship Voucher, Purchase Order, Support Purchase Order or service provider's invoice the item to be changed must have a single line drawn through and initialed or the document may be voided and reissued. If the community college has signed the ITA Scholarship Voucher and a change is needed, the voucher is to be voided and reissued. Under no circumstances are any forms of white-out or correction tape to be used to make corrections. Changes must be approved by the Career Advisor or their Supervisor.

Western Piedmont Workforce Development Board Occupational Trainings

Section 134(c)(3)(G)(iii) of the Workforce Innovation and Opportunity Act (WIOA) requires that training services provided through Individual Training Accounts (ITA) be directly linked to occupations that are in demand in the Local Area. Based on labor market information, the following occupations are considered in demand in the Local Area. These occupations generally offer competitive wages averaging over \$10.00 per hour, provide employment benefits, and the required training can be completed in two years, or less. Other occupational training may also be considered when supporting documentation (such as employer attestation) indicates there are employment opportunities available.

Administrative Support Occupations

Customer Service Representatives
Executive Secretaries and Administrative Assistant
Legal Secretaries
Medical Secretaries
Office Clerks, General
Receptionists and Information Clerks

Agriculture

Horticulture
Landscaping Technician
Turfgrass Management, Groundskeeper

Architecture and Engineering Occupations

Civil Engineering Technicians
Electrical and Electronic Engineering Technicians
Electrical and Electronics Drafters
Environmental Engineering Technicians
Industrial Engineering Technicians
Mechatronics

Community and Social Services Occupations

Cosmetologist/Hairdresser
Social and Human Service Assistants
Social Workers
Training and Development Specialist

Computer and Mathematical Occupations

Computer Software Engineers, Applications *Developers* *
Computer Software Engineers, Systems Software *Developers* *
Computer Support Network Specialists *
Computer Systems Analysts
Database Administrators
Network and Computer Systems Administrators
Network Systems and Data Communications Analysts

Construction and Extraction Occupations

Carpentry
Construction and Building Inspectors
Construction Managers
Electricians*
Operating Engineers and Other Construction Equipment
Masonry/Tile Cutting
Pipe Layers*
Plumbers, Pipefitters, and Steamfitters*

Education, Training and Library Occupations

Elementary Education Teacher
Library Technicians
Middle School Education Teacher
Pre-School Teachers
Secondary Education Teacher
Special Education Teachers; Pre-School, Kindergarten, Elementary
Teachers Assistant
Vocational Educational Teachers

Financial Services

Accountant
Accounting Clerk
Auditor
Financial Manager
Wealth Management/Financial Analyst

Green Occupations

Solar Power Installer
Sustainability Systems Specialist/Manager
Weatherization Specialist
Weatherization Technician
Wind Energy Technician (formerly Wind Turbine Fabricator)
Wind Service Technician (formerly Wind Turbine Mechanic)

Healthcare Practitioners and Technical Occupations

Cardiovascular Technicians
Dental Assistant
Dental Hygiene
Emergency Medical Technicians and Paramedics
Licensed Practical and Licensed Vocational Nurses
Massage Therapists
Medical Assistant
Medical and Clinical Laboratory Technicians
Medical Records and Health Information Technicians
Phlebotomists
Polysomnography
Physical Therapists
Psychiatric Technicians
Radiology Technicians
Registered Nurses

Healthcare Practitioners and Technical Occupations *(continued)*

Respiratory Therapists
Respiratory Therapy Technicians
Sonography Technician
Speech, Language Pathology
Surgical Technologists
Ultra Sound Technicians
Veterinary Technologists and Technicians

Healthcare Support Occupations

Biomedical Equipment Technician
Biotechnology
Certified Nurse Assistant
Diagnostic Medical Sonography
Home Health Aides
Medical Billing/Coding
Medical Lab Technicians
Medical and Public Health Workers
Nursing Aides, Orderlies and Attendants
Occupational Therapists

Hospitality Industry

Chef
Culinary Arts

Installation, Maintenance, and Repair Occupations

Automotive Service Technicians and Mechanics*
Autobody Repair*
Bus and Truck Mechanics and Diesel Engine Specialists*
Electric Lineman*
Electrical and Electronics Installers and Repairers
Electronics Engineer
Heating, Air Conditioning, and Refrigeration Mechanics*
Industrial Machinery Mechanics
Maintenance Technician
Mechatronics
Mobile Heavy Equipment Mechanics
Plumber
Telecommunications Line Installers and Repairers*

Legal Occupations

Paralegals and Legal Assistants

Production Occupations

CNC Machine Operators – Metal, Plastic, Wood
Inspectors, Testers, Sorters, Samplers, and Weighers
Machinists*
Upholsterer, Sewer, Cutter, Spring-Up
Welders, Cutters, Solderers and Brazers*

Protective Service Occupations

Animal Control Workers
Correctional Officers and Jailers

EMS

Police and Sheriff's Patrol Officers

Sales

Real Estate Agents
Sales Agent
Marketing & Public Relations
Marketing Coordinator, Manager, Associate

Transportation and Material Moving Occupations

Logistics
Transportation Storers and Distribution Warehousing
Truck Drivers, Heavy and Tractor-Trailer
Truck Drivers, Light or Delivery Services

Note: * Non-traditional occupations for women

Changes in italics

Approved by the Western Piedmont Workforce Development Board on June 27, 2019.

Source Documentation

www.nccommerce.com/lead

www.ncworks.gov

**Western Piedmont Workforce Development
New WIOA Training Provider/Program Request**

Training Program requested to be added: _____

Training Provider: _____

Is Training Program in ncworks.gov? _____

Continuing Ed/Short Term Training: _____ Curriculum: _____

Length of training: _____ Certificate/Diploma: _____

Credit hours and costs should be computed based on total program.

Credit hours: _____

Tuition: _____

Fees: _____

Books: _____

Tools of Trade: _____

Total Cost: _____

Additional information (as applicable):

Requested by: _____ Date: _____

Email to Donna.Gilbert@wpcoq.org

This section to be completed by WPWDA Staff

Decision: _____ Date: _____

Recorded in ncworks.gov: _____ Date: _____

**Western Piedmont Workforce Development
Request for Approval of the Use of WIOA Funds
For Costly Occupational Training**

Training Area: _____

Training Provider: _____

Continuing Ed/Short Term Training: _____ Curriculum: _____

Length of training: _____ Certificate/Diploma: _____

Credit Hours: _____

Reason for Request: _____

Training Cost Detail

Component	Amount
Tuition	
Fees	
Books	
Tools of Trade	
Total	

Financial Resources in Place to Fully Cover the Cost of Training Listed Above

(use additional page if needed)

Source	Amount	Duration

Additional information (as applicable): _____

Requested by: _____ Date: _____

Email to: Donna.Gilbert@wpcog.org

This section to be completed by WPWDA Staff

Approved by: _____ Date: _____

Recorded in ncworks.gov: _____ Date: _____

**Western Piedmont Workforce Development
WIOA Agreement with Third Party Payer**

Participant Name: _____

Date: _____

I, the Third Party Payer, allowed _____
(Participants Full Name) to purchase his/her required items online for
_____ (Training Program) at a cost of
\$_____ using my credit card/checking account with the understanding that I
would be reimbursed for the purchases.

In order to be reimbursed, a receipt along with the statement showing the charge or cancelled
check must be submitted with the account holders name printed (not handwritten). I understand
that the payment will be mailed directly to me and should be mailed to the address below:

Mailing Address for reimbursement _____

Physical Address (if different) _____

City _____ State _____ Zip _____

Contact Number _____

Third Party Payer Name Printed: _____

Third Party Payer Signature: _____

Date: _____

Participant Signature: _____

Date: _____

Career Advisor Signature: _____

Date: _____


Occupational Trainings, ITAs and Cost Tracking Process Policy - Final - 4-28-22

Final Audit Report


2022-04-26

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