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Region VII WDB

Individual Training Account (ITA) Policy

INDIVIDUAL TRAINING ACCOUNT (ITA) POLICY

Effective Date: December 16, 2021

Background: The Workforce Innovation and Opportunity Act of 2014, Sections 122 and 134(d)(4)(g)(1) and 20 CFR 680.300-680.340 provides for the establishment of an Individual Training Account (ITA) on behalf of an eligible participant to finance approved training services.

The Act establishes the Individual Training Account (ITA) as one of the primary methods for WIOA-eligible participants to access needed training services. The local Workforce Development Board will identify and approve regionally-eligible training providers and programs who have submitted an initial or renewal application via the Mid-Atlantic Career Consortia (MACC) computer system and been granted State approval. The Region VII WDB will distribute information concerning approved training providers and programs to the WIOA Career Coaches at both One Stops on a quarterly basis. Eligible participants will have full access to this information and will select a training program and provider in a manner consistent with the principle of informed customer choice.

Policy: The Region VII Workforce Development Board may provide training services to eligible Workforce Innovation and Opportunity Act participants according to the following local provisions, subject to availability of funding:

- a. **Customer Need/Ability to Benefit.** The customer must be unable to obtain employment leading to self-sufficiency with existing skills. Customer must have minimum scores of at least a 9.0 grade equivalent on the Reading and Math sections of a regional, state, or nationally recognized standardized test. The customer must meet any additional requirements imposed by the training provider in order to be eligible for an Individual Training Account (ITA). Any exceptions to these requirements must be approved on a case-by-case basis by the WDB Executive Director. Training services are not an entitlement. The Career Coach recommends a participant for Training services by submitting an ITA application to the WDB regional office. The regional office has the authority to approve or deny the application. If an ITA application is denied, the customer may request a review by the local One Stop Consortium. If the Consortium upholds the decision of the WDB regional office, the customer has the right to file a grievance according to the published procedure.
- b. **Eligibility Determination.** Eligibility for services will be determined by the WIOA Career Coach utilizing the Mid-Atlantic Career Consortium (MACC) computer system and WIOA law. The career coach will also determine appropriate enrollment (e.g. Adult, Dislocated Worker, Set-Aside) and copies of all supporting documentation will be kept in the customer's

file at the service location. The Region VII Workforce Development Board reserves the right to delete, add or modify forms as deemed necessary to collect, organize, and store information relevant to the determination of eligibility for services.

- c. **Case Management.** The Career Coach's role is to provide information, guidance, assistance, and support to the participant before, during, and after training and to act as a liaison between the participant, the training provider, partner agencies, and the WDB. Career Coaches will be required to contact participants enrolled in training programs on a monthly basis to monitor participant progress and address any barriers to success that may arise and must document these contacts in MACC. Career Coaches will make referrals to partner agencies as appropriate to support participant success by addressing needs beyond the scope of the ITA. Upon completion of training, the Career Coach will continue to provide intensive case management services until the participant is exit-ready (typically, the point of employment). Post-exit, the Career Coach will review the former participant's status according to mandated time frames.
- d. **Individual Employment Plan (IEP).** As outlined in the Workforce Innovation and Opportunity Act of 2014, The Individual Employment Plan (IEP) is a "plan for success" developed by the participant and the Career Coach that identifies the participant's employment goal. The IEP identifies customer strengths or barriers to employment and training. IEP outlines training services deemed necessary to attain the employment goal. All services received by the individual will be documented in the MACC system.
- e. **Participant Application for Training.** Each applicant for an ITA must complete the Participant ITA Application Form. The purpose of this application is to assist the participant in making an informed decision regarding the selection of a training program and training provider by providing a realistic "snap shot" of labor market conditions, including availability of employment in the participant's local area and typical earnings.
- f. **Individual Training Account.** The Region VII WDB has authorized a maximum of \$6,000 for a period of training up to twelve months in duration, to be applied to tuition, fees, books, supplies, tools and other training-related expenses invoiced directly by the training provider. All ITA participants will be required to provide documentation that they have completed a FAFSA if their selection training program is PELL-eligible and any grants awarded will be used before WIOA funds are applied. No payments will be made for training costs incurred prior to the approval of the ITA and the complete ITA File must be received by designated WDB staff at least ten business days prior to the training program start date.
- g. **Participants Memorandum of Understanding.** Each eligible WIOA participant receiving WIOA-funded training services will be required to enter into a Memorandum of Understanding (MOU) with the Region VII Workforce Development Board, prior to approval of any WIOA-funded training. Any breach by the participant of any of the conditions

established in the MOU can be cause for the WDB to rescind the funding for the participant's ITA.

- h. **Region VII Workforce Development Board Staff Responsibilities.** Workforce Development Board staff will provide the necessary support through policy and procedural development, technical assistance, and monitoring of training providers to ensure compliance with the Workforce Innovation and Opportunity Act of 2014. The Region VII WDB staff will review all State-approved training programs. Only programs with linkages to local regional demand occupations from accredited institutions will be approved for participants. Designated WDB staff will review each submitted ITA file, make a determination as to whether or not the ITA will be approved and issue a determination letter to the training provider, the participant, and the Career Coach.
- i. **Region VII Demand Occupations.** The WDB utilizes a demand occupation forecast published by WORKFORCE West Virginia, which is updated annually. The WDB will consider other occupations not listed on the Demand Occupation list when a school, employer, job seeker, economic development agency, or other entity can provide written evidence that such an occupation is in demand. The WDB will review the information and issue a decision approving or denying the occupation based on the evidence provider, or on O*Net justification.
- j. **Training Provider Responsibilities.** Region VII approved training providers must have a current Training Provider Memorandum of Understanding (MOU) on file with the WDB.
- k. **Management Information System (MIS) Forms.** The training provider is responsible for the completion and submission of forms used to track individual movement through WIOA-funded training. These forms will be used to report training enrollment, completion, exit and follow-up action for each WIOA training participant. Completed forms will be submitted to the administrative offices of the WDB, to the attention of the designated staff person. Submission of such forms in a timely manner is crucial to document the success of the training program and the training provider. This data provides the basis for computation of regional performance data used by the U.S. Department of Labor, WORKFORCE West Virginia, and the WDB to gauge training effectiveness and success. Failure to meet established local regional performance measures, whether through erroneous reporting, untimely reporting, or program failure, could result in future fiscal sanctions imposed by the Department of Labor or WORKFORCE West Virginia.
- l. **Follow-up Services.** Follow-up services will be conducted for approximately one year after exit from the program in order to capture performance criteria for the Department of Labor. This service will capture the documentation required for the Outcomes Page in MACC, to include any credentials earned; job placement and job retention information, per the guidelines set forth in the Federal Regulations and the Common Measures performance requirements.

Revisions: As new regulations from the United States Department of Labor are received that pertain to this policy, those changes will be made accordingly by use of Policy Revisions. It is the Policy of the Region VII Workforce Development Board to adhere to all directives received from the US Department of Labor and the WORKFORCE West Virginia Office.

Equal Opportunity and Grievances: The Region VII Workforce Development Board prohibits discrimination in all aspects of the administration, management, and operation of Workforce Innovation and Opportunity Act programs and activities. Services offered at the Region VII WorkForce WV Career Centers will be provided universally without regard to race, color, religion, sex, national origin, age, disability, or political affiliation or belief. Individuals may file a complaint or grievance by following the Region VII Workforce Development Board Grievance Procedure Policy, a copy of which will be provided upon request.

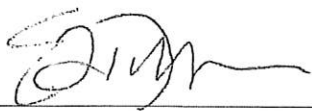
Questions: Contact the Region VII Workforce Development Board Executive Director, 151 Robert C. Byrd Industrial Park Road, Suite 2, Moorefield, WV 26836. Telephone number is (304) 530-5258. Fax number is (304) 530-5107.

Expiration Date: Effective until rescinded or modified in writing by the Region VII Workforce Development Board.



T.J. Van Meter, Executive Director

12-16-21
Date



Layne Diehl, Chairperson Region VII WDB

12/16/21
Date