PA Department of Labor & Industry
Workforce Investment Center
Bureau of Workforce Investment
WORKFORCE INVESTMENT INFORMATION NOTICE NO. 12-02

April 10, 2003

TO : ALL LOCAL WORKFORCE INVESTMENT AREAS

FROM : JOHN C. VOGEL
Director
Bureau of Workforce Investment

SUBJECT : Questions and Answers Regarding the WIA Certification Process for Eligible Training Programs/Providers and Individual Training Accounts (ITAs)

Inquiries : If you have questions concerning this issuance, please direct inquiries to one of the following staff members by e-mail or telephone:

Mike Fuller	mifuller@state.pa.us	(717) 787-6874
Risë Enoch	renoch@state.pa.us	(717) 787-4812
Erika Young	eryoung@state.pa.us	(717) 346-1579

1. **Purpose**. To provide background information and guidance for the implementation of the Workforce Investment Act (WIA) as it relates to the process of certifying training courses/programs of study and developing ITA policies and procedures. This document is intended to provide information to Local Workforce Investment Areas (LWIAs), training providers and other stakeholders about issues that have been identified through national and regional meetings and via telephone and written requests.

2. **Reference**. WIA Public Law 105-220, dated August 7, 1998 (29 USC § 2801, et seq); WIA Final Regulations, dated August 11, 2000 (20 CFR § Part 652 et al); PA's Strategic Five-Year Workforce Investment Plan for Title I; and PA's Title I Policy Paper.

3. **Discussion.** The Bureau of Workforce Investment is distributing the attached guidance information relevant to the certification process for eligible training

programs/providers. They will serve as the basis for the development and issuance of future technical assistance guides.

4.   **Action Required.**   Local areas are requested to widely distribute copies of this issuance to staff, training providers and other stakeholders within the local area.

5.   **Attachments.**   Questions and Answers.

6.   **Rescissions.**   WIIN 2-99 Series.

7.   **Expiration Date.**   Ongoing.

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I.   Training Program/Provider Information

1.   Who are eligible providers of training services?

In accordance with the Workforce Investment Act (WIA), eligible providers of training services are those entities eligible to receive Title I funds pursuant to Section 134(d)(4)(C) to provide training services to eligible customers.

Specific certification/application instructions for providers' training courses/programs of study to be included on Pennsylvania's statewide eligible training program/provider list can be found in Workforce Investment Information Notice (WIIN) 1-99, Change 3 dated April 2, 2002   This WIIN can be viewed at www.paworkforce.state.pa.us.

2.   Who is responsible for managing the eligible provider process?

Although no single entity has full responsibility for the entire process, the PA Department of Labor and Industry assumes the leadership role in ensuring the success of the eligible program/provider system. The eligible program/provider process requires a collaborative effort between State and local workforce investment boards, as well as all other partners. At the state level, the Governor has designated the Department of Labor and Industry, Bureau of Workforce Investment, to carry out the duties of developing the policies and procedures governing the eligible training program/provider system. Within the Bureau, Certification Coordination Services (CCS) has day-to-day responsibility for overseeing and managing the certification process.

3.   What is the process for determining program/provider eligibility?

Program/provider eligibility is a two-step process. The initial review of training providers and training courses/programs of study is conducted by Local Workforce Investment Area (LWIA) staff for eligibility and approval as follows:

a. The Private Licensed School Act (PLSA) certification is reviewed for accuracy;
b. Training provider information is reviewed to ensure completeness;
c. Training course/program of study information is reviewed for completeness and to ensure that such training will lead to an occupation in demand in the local area; and
d. Performance information is evaluated to determine that training courses/programs of study meet the minimum certification criteria.

When the training courses/programs of study are approved by the LWIA, the applications are then reviewed by CCS staff for state certification and subsequent inclusion on the statewide eligible training program/provider list.

Specific policies and procedures for determining training program/provider eligibility can be found in WIIN 1-99, Change 3.

NOTE: Programs, not providers, are certified through this process.

4.   **Is there an application to provide core and intensive services? How do training providers get certified to offer core and intensive services?**

All WIA core and intensive services must be delivered through the Team Pennsylvania CareerLink Delivery System or through contracts with service providers approved by the Local Workforce Investment Board (LWIB). The LWIB may only be a provider of core and intensive services when approved by the chief elected official and the Governor.

5.   **Can a member of a LWIB Youth Council also be a training provider or a provider of youth program services?**

Yes.

6.   **Reference is made to an "eligible provider list," yet it is programs rather than providers that are on the list. Is this correct?**

Yes. Applications are based on individual training courses/programs of study, not the provider that operates them. Training providers must submit a separate application for each training course/program of study to be included on the eligible statewide training programs/providers list.

7.   **Can training providers apply directly to the Commonwealth for inclusion on the list?**

No. The statewide list is compiled based on recommendations from LWIBs.

8.   **Who may be determined to be an eligible provider?**

Training providers that are eligible to apply for certification include universities, colleges, community colleges, vocational-technical schools, proprietary schools, apprenticeship programs registered with the U. S. Department of Labor, Bureau of Apprenticeship Training, community-based organizations (CBOs), private training companies, labor organizations, employer organizations, private individuals, and Local Boards who meet the conditions of Section 117(f)(1), WIA.

9.   **If a training provider operates a number of different training sites in a number of different counties, where does the training provider send the application for certification?**

Training providers with multiple sites can submit an application for any program to any LWIA. However, training providers with multiple sites must submit an application for each program at each site, even if the program is the same at each site.

10. **What is the benefit to include program(s) on the statewide Eligible Program/Provider List?**

WIA customers who have ITAs can only select training courses/programs of study appearing on the statewide list. If the training provider offers a program that is not on the list, customers with ITAs cannot utilize WIA or TAA funds to attend that program.

11. **What expenses should be included in the tuition cost fields?**

Program costs may include tuition, fees, and other related costs which include, but are not limited to, books, tools, equipment and clothing. If the total cost includes any of these items, the expenses other than tuition should be broken out in the course description field.

It should also be noted that the total cost of the training course/program of study must be the amount charged to the general public.

12. **How are increases in costs handled?**

Program/course costs may be updated at any time during the program year. This is accomplished by accessing the Training Provider's folder, selecting the course to be updated and select the "Edit/Update" function under "Course Actions." Users may also click on the "View Help" button within the folder.

13. **Who is responsible for informing training providers that they are able to enter their programs online?**

LWIAs shall solicit training providers to apply for status as eligible training providers. Each LWIA must ensure that training providers are made aware of the availability of the internet-based application. This can be accomplished through a variety of methods, such as newspaper ads, mailings and other appropriate means. At the discretion of the LWIB, it may also solicit training providers from outside of the local area, including other states. The LWIB will be responsible for ensuring that training providers are provided with the Team PA CareerLink website address in order to submit training program applications, as well as obtain a list of demand occupations for its area.

LWIAs have designated "Points of Contact" (POCs) to process applications and to oversee the daily administration of the LWIB training program approval process.

14. **Please clarify the process for training providers to submit applications. Where do training providers apply? Specifically, if a training provider submits applications to the LWIA where the training site is located and if the applications are rejected by that LWIA, can they submit applications to another LWIA?**

It is the training provider's option as to which LWIA they wish to apply. The process for training providers to follow is outlined in WIIN No. 1-99, Change 3, which is posted at www.paworkforce.state.pa.us. In response to the second part of the question, the answer is yes.

15. **"Job Readiness Training" is one of the items listed in WIIN 1-99, Change 3 under the sub-heading, "Types of Training Requiring Applications." How is "Job Readiness Training" defined?**

Job Readiness includes training that prepares individuals for the workplace by teaching interviewing techniques, preparation of resumes, employer expectations and self-employment assistance, which includes beginning or continuing a small business and entrepreneurial training. LWIBs should use this definition as a basis for developing job readiness activities based on local needs. Because ITAs are for occupations in demand, in most cases, job readiness will be a training component of a specific vocational skill course and will not stand alone as a training service.

16. **If a single course is all that is needed by an individual to either complete a program or obtain employment and they are not completing a whole program, does each course need to be certified and does this count as a completion?**

Yes. A program of training includes one or more courses or classes that, upon successful completion, leads to a certificate, diploma, associate degree or bachelor's degree. Each course must be certified for inclusion on the statewide list.

If the individual completes the course and receives a certificate, the completion counts toward performance.

17. **What career direction is allowed?**

LWIA Staff may inform and facilitate career decisions, however, the ultimate decision rests with the customer.

The case manager's (employment planner) role is to provide customers with guidance and feedback appropriate to their needs that can help them understand their choices prior to selection of a training program/provider.

18. **Some schools supplied information to more than one workforce investment area or provided certain programs to one LWIA but not to another LWIA. Which LWIA is responsible?**

Each LWIA is responsible for those programs which they receive, review, approve and are ultimately state-certified. Training providers may submit applications to any LWIB. However, duplicate applications should not be submitted to LWIBs.

19. **LWIBs are only allowed to fund training programs related to the in demand occupations, therefore, why should the LWIB be responsible for approving all the training providers' courses when customers in their LWIA are not enrolling in those programs?**

Section 663.310(c) of the WIA regulations states that training services may be made available to adults and dislocated workers who select a program that is directly linked to employment opportunities in the local area or in another local area to which the individual is willing to relocate. LWIAs are responsible for reviewing and approving applications submitted to them by training providers in accordance with Section 663.515. If an application is submitted by a training provider but does not support a demand occupation in the local area, it is the LWIB's decision to only recommend certification of the program if the training provider can furnish documentation from employers that the occupation is in demand. LWIBs can restrict the occupations for which they provide ITAs based on critical workforce needs, economic development priorities, and expected wage levels, as long as their policy is reasonable and uniform.

20. **If a customer comes in and requests a particular training program which is not on the current list and the training site is not in the local area, whose responsibility is it to contact the training provider and ask them to apply: the LWIA where the training site is located or the LWIA who has customers interested in the training?**

If a customer requests a training program which is not on the statewide list, the LWIA may contact the training provider and ask them to submit an application for the training program at the particular site in question. Once the course is state certified, the course is then available statewide. LWIA staff also have the option to contact staff within another LWIA and request that they contact the particular training provider and ask them to apply.

21. **Who may receive training services?**

Section 663.310 provides that the One-Stop operator (Team PA CareerLink Office) or partner determines the need for training based on an individual (1) meeting the eligibility requirements for intensive services; (2) being unable to obtain or retain employment through such services; and (3) being determined after an interview, evaluation or assessment to be in need of training. Section 663.310 further requires that, to receive training, an individual must select a

program of services directly linked to occupations in demand in the area, based on information provided by the One-Stop operator (Team PA CareerLink Office) or partner. If individuals are willing to relocate, they may receive training in occupations in demand in another area.

22. **How many days does a LWIA have to WIB approve/reject an application from the day it is received? Does putting the application in "WIB Pending" increase the time frame for course action? If so, by how long?**

   WIA and its regulations specify that the Governor must establish timeframes for LWIBs to approve/reject training course applications.

   The Department, in consultation with the WIA Training Services Task Group, established a 30 working day timeframe. Therefore, LWIBs have 30 working days to take action on applications submitted by training providers. Placing courses in "WIB Pending" does not increase the time frame for action by the LWIB.

23. **What if someone starts training under WIA and then the training provider does not submit an application for the next program year or the program is determined ineligible for subsequent eligibility, can the training plan continue, or be "grandfathered" for that individual?**

   Current training providers can continue to provide services for the duration of the scheduled plan, regardless of whether they continue to be included on the statewide list as an eligible training program/provider. Therefore, individuals will be allowed to complete their training. No new referrals shall be made if the program/provider is not on the statewide list.

24. **Can a person who is receiving services through OVR (case management, assisted technology) receive funding for training under WIA?**

   Yes, as long as the individual meets the eligibility requirements for WIA.

25. **In the eligibility decision process of choosing which institution's programs will be selected for receiving referrals, does an employment placement (1st or career life-long) play any role in that program being accepted immediately or referred more preferably?)**

   WIA training does not operate on a referral basis. The Case Manager's role is to provide customers with guidance and feedback appropriate to their needs that can help them understand their choices prior to selection of a training program/provider.

   All job seekers receive case management-related services that provide for the joint development of a service plan that is best suited to the individual's need. An individualized service plan should include an assessment/evaluation of the job

seeker. As part of the evaluation/assessment process for job seekers that have been determined eligible for intensive services/training services, case managers provide guidance/advice on the best choices available.

Part of the process should include information regarding agreements outlining job seeker enrollment/financial responsibilities. Regardless of what this agreement outlines, review of this agreement should be included as part of the case management services and the joint development of the individualized service plan.

A key component of WIA is informed customer choice. WIA promotes a customer-driven, customer focus that enables individuals to access the tools they need to manage their careers through information and high quality services.

WIA mandates that providers of education and training meet minimum performance levels. This performance information is required so that customers can effectively evaluate the quality of each program. WIA clients are guided by case managers in the review and choice of training options, which not only represent their career goals, but also exemplify high-level performance. Therefore, training programs with high placement rates are certainly more attractive to clients.

26. **Assistance in some cases is provided to local employers to receive grant funding via Customized Job Training (CJT)/Wednet programs. Are these employers eligible for WIA funding? Also, is there assistance available for these employers in developing a training plan?**

Yes, employers could qualify as eligible providers of training services as long as all the required training program/provider certification criteria are met. These employers would be eligible to submit proposals to various LWIBs for consideration.

Employers may contact LWIBs for assistance in developing training plans.

27. **If a school is approved for on-site curriculum and is entering into an on-line curriculum for its students (on-line material is the same as on-site material) must the school submit the on-line course for separate review and approval? How would payment be made and what would be needed from students to process payment procedures?**

If the on-site curriculum and the on-line curriculum is offered as the same course and students have the option to complete the course in either manner, then the course description should be updated to reflect the different course offerings.

Payment mechanisms and documentation of class attendance completion, etc., would be based on local policy and requirements.

28. **How does an entity that only provides job search skills and workplace behaviors proceed with the registration process?**

Because ITAs are for occupations in demand, these types of services are generally a component of a specific vocational skill course and will not stand alone as a training service and, thus, are not subject to the certification process. These services may be provided through a contract with the local WIB. Contact the local WIB for further information.

29. **As a branch campus, there are many programs of study that can be offered to clients with the exception of one or two possible courses, which need to be completed at the main campus. Can the school register these programs of study as a training provider and can students register with the branch campus? Or must everything be done at the main campus? If this is the case, the branch may lose many training opportunities for potential clients.**

All courses/programs of study offered at branch campuses may be submitted to the LWIB for approval and state certification and inclusion on the statewide list since courses/programs of study are site-specific.

Courses which are part of a program of study at the branch campus, but are completed at the main campus, do not need to be submitted for the main campus unless the program of study is offered at the main campus and the main campus is seeking certification for the same program of study or individual courses.

30. **OVR claims to be the "funding of last resort," and WIA is the same. Who/what is really the "funding of the last resort?**

While many Federal programs contain language which stipulates "funding of last resort", Section 134(d)(4)(B) of WIA requires the coordination of training costs with funds available under other Federal programs. To avoid duplicate payment of costs when an individual is eligible for both WIA and other assistance, Section 663.320 requires that program operators and training providers coordinate by entering into arrangements with the entities administering the alternate sources of funds. These entities should consider all available sources of funds, excluding loans, in determining an individual's overall need for WIA funds. The exact mix of funds should be determined based on the availability of funding for either training costs or supportive services, with the goal of ensuring that the costs of the training program the participant selects are fully paid and that necessary supportive services are available so that the training can be completed successfully.

31. **What is the difference between a course and a program?**

A course is defined as a single component of a program of study.

As outlined in Section 663.508 of the Final Rule and Workforce Investment Information Notice (WIIN) 1-99, Change 3, a program of training services is defined as one or more courses or classes that, upon successful completion, leads to a certificate, diploma, associate degree or bachelor's degree; a competency or skill recognized by employers, a training regimen that provides individuals with additional skills or competencies generally recognized by employers; and resident, correspondence or telecommunication instruction to prepare individuals to pursue a field of study based on customer choice.

32. **Is there any way to copy approved courses from one school location to another during the electronic application process without starting the application from scratch?**

No. Individual applications must be submitted for each location. The copy feature is only functional within a business folder at this time. However, the Commonwealth is in the process of migrating to a CareerLink 2.0 operating system in the near future and exploring the addition of this functionality.

33. **Is there any kind of "Help Guide" for the CareerLink website to assist users? If not, could there be one available in the future?**

Yes. A Training Provider Desk Aid was developed and distributed to all training providers with a valid email address. LWIA POCs also received the desk aid for distribution to training providers.

Each training provider folder contains a "View Help" button that links to the Desk Aid.

34. **If a training course/program of study is added to the statewide list before the application process for the next program begins, must the training course/program of study be resubmitted for the next year?**

Yes. Section 663.540 and WIIN 1-99, Change 3, specifies that training providers must apply annually for recertification and meet minimum levels of performance for each program initially determined eligible.

35. **If a program rather than a course is being submitted, is the program submitted under "add a new course" on the website?**

Yes.

II.   Training Provider/Business Folder Maintenance

36.   Who do the LWIAs contact with specific questions in regards to the ITA and Certified Eligible Program/Provider processes?

The Bureau of Workforce Investment, Certification Coordination Services, is comprised of three (3) individuals: Mike Fuller, Supervisor; Risë Enoch and Erika Young, Employment Security Specialists.

Mr. Fuller has responsibility for overseeing the activities of Certification Coordination Services and can be contacted by telephone at (717) 787-6874 or e-mail at **mifuller@state.pa.us.**

The State has been divided into two (2) areas of responsibility; Eastern and Western LWIAs as follows:

EASTERN LWIAs – Risë Enoch, telephone (717) 787-4812, email **renoch@state.pa.us**

EASTERN LWIAs

LWIA NUMBER	LWIA NAME
LV070	Lehigh Valley Workforce Investment Area
NE055	Lackawanna County Workforce Investment Area
NE075	Luzerne/Schuylkill Workforce Investment Area
NE135	Pocono Counties Workforce Investment Area
SE015	Berks County Workforce Investment Area
SE020	Bucks County Workforce Investment Area
SE030	Chester County Workforce Investment Area
SE035	Delaware County Workforce Investment Area
SE060	Lancaster County Workforce Investment Area
SE080	Montgomery County Workforce Investment Area
SE090	Philadelphia Workforce Investment Area

WESTERN LWIAs

LWIA NUMBER	LWIA NAME
CE175	Central PA Workforce Investment Area
NC125	North Central Workforce Investment Area
NT130	Northern Tier Workforce Investment Area
NW145	West Central Workforce Investment Area
NW170	Northwest PA Workforce Investment Area
SA100	Southern Alleghenies Workforce Investment Area
SC180	Southcentral Workforce Investment Area
SW005	Allegheny County Workforce Investment Area
SW045	Westmoreland/Fayette Workforce Investment Area
SW095	Pittsburgh Workforce Investment Area
SW110	Tri-County Workforce Investment Area
SW165	Southwest Corner Workforce Investment Area

37. **How will a training provider with multiple sites which are located in different areas review their business folder information, if all sites are under the same Federal Identification Number?**

Training providers with sites in various locations must establish a separate business folder for each location and create site-specific User IDs and Passwords.

Training providers must data input training provider information as a new training provider through the PA CareerLink www.pacareerlink.state.pa.us.

This is accomplished through the following steps:

1. At the pacareerlink homepage, click on the Login button;
2. On the next screen, select the "Training Provider" radio button;
3. Scroll down the page and click on the fourth paragraph entitled, "If you are a training provider and would like to register for Team Pennsylvania CareerLink services, click here";
4. On the next screen, click on the continue button; (A "Help" feature is also available with specific instructions)
5. On the next screen answer the Private Licensed School Act (PLSA) questions and click submit;
6. Continue with the registration process;

7. When the process is complete, a message will appear stating that the federal ID number entered is already in use by one or more training providers;
8. Scroll down the page and click on the appropriate folder;
    A Point of Contact will then be established.

38. How can training providers keep current on new policies and procedures?

Revisions to policies and procedures, issuance of Workforce Investment Information Notices, etc., will be issued in hard copy and electronic mail to all LWIBs and training providers with valid email addresses. Additionally, ALL policies and procedures will be posted on the Department's workforce development website at www.paworkforce.state.pa.us. Training providers may also contact CCS staff at the telephone numbers and/or email addresses listed in Question Number 36.

39. Can each institution see other institutions' information as a basis for better statewide planning?

Yes. The Statewide List of Eligible Training Programs/Providers is viewable at www.pacareerlink.state.pa.us. At the PACARERLINK website, click on "Job Seeker Services" on the left-hand side navigation menu. At the next screen, scroll down and click on "View Statewide Training Programs/Providers List." This can be searched by provider, program or LWIA.

40. With regard to Record Retention, should all applications that are submitted electronically be printed and hard copies retained for three (3) years? If so, should hard copies of applications that have been rejected be kept also?

Only paper applications and any supporting documentation must be retained for three years, which includes any rejected paper applications. Applications submitted through the Team PA CareerLink operating system will be held in the database for the three-year retention period.

41. When and how often will the eligible statewide list appear?

The statewide list of eligible training programs/providers will be available to the public from July 1 through June 30 of each program year. Training programs are subject to subsequent eligibility procedures and performance levels must be met in order to remain on the statewide list.   The updated list will be available to the public every July 1st.

42. **A recent investigation of four training providers shows that at least 1/3 of their listed trainings are no longer available. This was discouraging to customers looking for training. Who monitors the accuracy of the training list?**

It is the responsibility of each training provider to keep its business folder and course information as up-to-date as possible. If local case managers are aware of unavailable courses, they should contact either the provider, local Point of Contact staff or CCS staff for follow-up with the provider.

43. **How is a training course deleted from the state list if it is no longer offered?**

Training providers with programs which are not longer offered should request that the programs be removed from the state list in the following manner:

a.   Access training provider business folder;
b.   Select the course to be removed;
c.   Press the "Withdraw" option on the Course Option menu;
d.   In the comment box, indicate course is no longer offered;
e.   Withdrawal request is electronically submitted to LWIA;
f.   LWIA approves the withdrawal request and submits to the state; and CCS staff electronically removes course.

III. <u>**Performance and Reporting Information**</u>

44. **Is the performance information that the State requires from training providers the same information for which the State will hold the LWIBs accountable?**

No. Training program/provider performance levels are separate and distinct from the performance standards that are negotiated between the State and LWIBs.

45. **How will the information be updated for performance results?**

Training providers must reapply annually for program certification. Training courses/programs of study may be resubmitted for the next program year beginning January 1 of each year, which will be certified for July 1. Course information, as well as performance data, is simply updated by the training provider. This can be accomplished by using the "Copy" feature under the "Course Actions" menu contained within the application. Utilizing this feature eliminates the need to re-enter all data.

46. **Do training providers need to provide performance information for adults and/or for youth?**

Training providers are required to submit performance information for adults and older youth 18 and above who have been issued an ITA.

47. **Who is responsible for following up on the performance information required and provided by all training providers?**

Section 663.535 specifies that LWIBs are responsible for determining the subsequent eligibility of all training programs/providers determined initially eligible. Providers must annually submit performance and cost information for each program of training services and meet minimum performance levels established by the State. LWIBs have the option to establish higher, but not lower, levels of performance that exceed the state minimum levels. Programs/providers must also meet the local minimum performance levels if the LWIB exercises that option.

48. **Who is responsible for verifying the performance information submitted is correct?**

In accordance with Section 663.510 of the Final Rule, the State is responsible for verifying the accuracy of the information in consultation with LWIBs.

The state is also responsible for removing programs from the list that do not meet the minimum performance levels.

49. **In the case of a multi-campus university with identical programs at each location, does that institution report as a whole or site by site?**

Training providers must provide performance information for each program at each individual site.

50. **Non-WIA students may be reluctant to provide wage information. How do training providers address this issue?**

Training providers are encouraged to advise students at the time of enrollment that, as part of the requirements for WIA, they will be required to provide certain information relative to employment after completion of the program in order for the training course/program of study to be recertified for the subsequent program year. Students should also be advised that wage and/or salary information would be reported in an aggregate format without names or social security numbers.

51. **Can random sampling of all students (WIA and non-WIA) be conducted as has been allowed with past funding programs?**

No. Section 122(d)(1)(A) of the WIA specifies that providers must submit verifiable program-specific performance information for ALL students including WIA students, which includes the following:

1) Program completion rates for ALL individuals participating in the applicable program;

2) The percentage of ALL individuals participating in the applicable program who obtain unsubsidized employment, which may also include information specifying the percentage of the individuals who obtain unsubsidized employment in an occupation related to the program conducted; and

3) the wages at placement in employment of ALL individuals participating in the applicable program.

The following information must be provided for ONLY WIA students:

1) Percentage who completed the applicable program and placed in unsubsidized employment;

2) Retention rates in unsubsidized employment of participants who completed the applicable program six (6) months after the first date of employment;

3) Wages received by participants six (6) months after the first date of employment;

4) Rates of licensure, degree attainment of academic degrees or equivalents or attainment of other measures of skills of the graduates of the applicable program.

52. **What is the official start date for students who are to be reported?**

For reporting purposes under WIA, students/clients who were served **and completed the applicable training course/program of study** during the training provider's standard reporting cycle or the most recent complete 12-month period prior to the date of the application for Subsequent Eligibility Determination must be reported.

53. **Must every student be identified? There is concern with the legality of using social security numbers for purposes of identification.**

Yes. The Social Security Law permits identification by social security number (SSN), if used for aggregate reporting. However, training providers may utilize other methods to identify students.

54. **Does a training provider have to show how they are going to collect data for performance in the future for a new program?**

Yes. Training providers are required to describe the methodologies to be used in the collection and tracking of performance information as part of the application process. WIIN 1-99, Change 3, dated April 2, 2002, outlines the specific reasons for rejection of training courses. For Subsequent Eligibility, the only acceptable reason for the exclusion of performance is the program is new and performance information is not available. A training course/program of study is defined as new if it has been in existence for less than 12 months.

55. **A vocational technical school feels they do not have the right to ask students their salary, when the employer is paying for training to upgrade the employee's skills for their present job. How should this situation be handled?**

WIIN 1-00, Change 2, dated April 2, 2002, specifies that individuals employed at the time they entered the program are **excluded** from all performance calculations.

56. **For reporting purposes, does the term "All Students" mean students outside of WIA funding, such as individuals who pay their own tuition out-of-pocket? Many people who personally fund their education do not feel it is the school's business to know how much they earn or if they have benefits, nor do they want to discuss their retention on the job after they have completed their studies.**

Yes. The "ALL" Categories for performance include private pay students, corporate clients, TAA, as well as WIA. In other words, every individual who participated in the course during the reporting period should be included. Section 122 (d)(1) of the law clearly outlines performance information requirements. As outlined in Question Number 50 above, training providers should prepare students by explaining at the time of enrollment that WIA requires individuals to provide certain employment information after completion of training.

Students should also be informed that this information is used strictly for aggregate reporting purposes.

57. **Should youth be included when calculating performance levels?**

For the total universe level, only individuals age 18 and above are included.

For the WIA levels, only older youth who have been issued ITAs utilizing adult funds should be included in performance level calculations.

58. **When is performance data reported? (Example: At the conclusion of the course or program or annually after July 1, 2001 or more frequently?**

Training providers are required to report performance data at the time of application for certification on an annual basis.

The reporting period shall be based on the training provider's standard reporting cycle or the most recent complete 12-month period prior to the date of application for subsequent eligibility. Performance information is updated annually.

59. **Should part-time students be included in performance calculations?**

Yes, part-time students should be included.

60. **When reporting performance, if a provider has more than one reporting period for various types of information, which reporting period does the provider utilize?**

WIIN 1-00, Change 2, dated April 2, 2002, specifies that the reporting period shall be based on the training provider's standard reporting cycle or the most recent complete 12-month period prior to the date of application for subsequent eligibility. This 12-month period can be different for each specific training course/program of study.

61. **Can different programs within one institution have different reporting periods?**

Yes.

62. **If a provider serves WIA participants from more than one state, should all participants be reported or should each state's WIA participants be reported separately?**

For both the WIA and universe measures, all participants should be reported in the aggregate regardless of their state of residence.

63. **If the aggregate report information and the on-line application information are inconsistent, what is the LWIB required to do?**

If a training course/program of study is submitted with inaccurate information, LWIB staff is required to contact the training provider and reconcile the course information.

WIIN 1-99, Change 3, requires that upon a determination by the LWIB that a training application does not meet the eligibility requirements set forth in the Act and supporting federal regulations, the LWIB shall issue a denial notice within thirty (30) working days of receipt of a completed application.

64. **What is the LWIB's responsibility if the auditor's opinion or aggregate reports are not received within the 30 working days the LWIB has to approve or not approve a program?**

The LWIB may deny a training course/program of study due to any missing application information and/or any verifying documentation which has not been received.

65. **Is not receiving the auditor's opinion or the aggregate reports a reason for not approving a training program?**

Yes.

66. **What wage shall the LWIB track for the retention wage performance level, if a client has completed the applicable program, and during the first six months of employment changes employers?**

   If there is more than one employer involved for the six months retention wage performance level, the training provider must report the <u>total</u> wages earned during the six-month period.

67. **What can schools, particularly four-year schools, who have a very small number of WIA clients, do to make students aware of the seven required performance levels and that the school will need this information from students after they complete the program?**

   The process of gathering student information to meet WIA performance levels is the training provider's responsibility. In addition, case managers can prepare clients who move to training services in accordance with the following guidance:

   > The key to effective data collection efforts is the quality and accessibility of contact information, i.e., accurate and up-to-date information, including secondary/resource contact information.

   > Several times during training, early on and at regular intervals, clients should be informed and reminded of contact requirements because of provider reporting requirements.

   Clients will be more likely to provide this information if they expect contact from the school and understand that the need for this information is legitimate and important. Therefore, prospective clients can view the collected consumer information. It is imperative that the training provider informs the client that their help is needed in this data collection effort to find out how successful is the school's program.

68. **Explain the "threshold exception."**

   Threshold exception criteria was developed to include those programs that serve no WIA clients or less than ten in the total student universe.

   1. WIA Zero Threshold Exception

      A. WIA performance data must be submitted unless programs have no participants.
      B. If a site-specific course has not served any clients, the WIA performance levels are considered met.

   2. Small Participant Universe Threshold Exception

      Should a site-specific course serve less than ten (10) participants during the reporting period (WIA and/or ALL), LWIBs must make the subsequent

eligibility determination on a reasonable and consistent basis. Such determinations must be defensible at a LWIB level appeal process.

69. Some training providers do not have staff to track non-funded participants and are concerned about being penalized for poor reporting.

WIA and its supporting regulations require all seven (7) performance measures to be compiled and meet minimum acceptable levels of performance on these measures. However, WIA and its supporting regulations allow flexibility in how the seven (7) measures are used in evaluating training courses/programs of study for Subsequent Eligibility. Specifically, WIA does not require all measures to be given equal weight. Therefore, training courses/programs of study are evaluated based on a subset of all seven (7) measures.

Specifically, training courses/programs of study will be required to meet at least **two** of the **four WIA** performance levels and at least **two** of the **three ALL** (WIA and Non-WIA) performance measures in order to qualify for the Subsequent Eligibility period commencing on July 1, 2002.

70. If Pennsylvania requires performance information on ALL students and the school accepts WIA students, then why not provide a written policy to be given to all students showing that it is a Pennsylvania requirement not the school/training center that requires the information?

It is not Pennsylvania, but WIA that requires performance information for all students. Therefore, it is the responsibility of the training provider to inform all students participating in those programs, which have been certified for inclusion on Pennsylvania's statewide list, of the performance requirements for continued eligibility of the program.

Currently, the Bureau is in the process of developing a standardized format which will be included in the next update to WIIN 1-99.

71. Can the LWIB set its own percentage rate for completion of courses or training in order for the training to be successful?

Yes. As outlined in Section 663.535(e) of the Final Rule, LWIBs have the flexibility to require higher, but **NOT** lower levels of performance than those established by the state.

72. Can LWIBs add additional standards beyond the categories defined by the state – like training-related placement statistics?

With regard to training-related placements, the State has opted not to use training-related placement as a program/provider performance level at this time.

Section 663.510(d)(3) of the Final Rule affords LWIBs the flexibility to require training providers to provide additional verifiable program-specific information in order to maintain Subsequent Eligibility.

73. **Salary and wage information is confidential between employer and employee. Doesn't a requirement to report this information breach confidentiality?**

As outlined in Section 122(d) of WIA, training providers are required to obtain the wage information for the two performance measures dealing with wages.

Section 99.31 of the Federal Educational Rights and Privacy Act (FERPA) specifies that an educational agency or institution may disclose personally identifiable information from an education record of a student without consent if the disclosure is to . . . an institution that has been determined to have legitimate educational interests. Section 99.35 further goes on to say access to education records is permissible, if the collection of personally identifiable information is specifically authorized by Federal law.

Further, the Privacy Act of 1974 outlines conditions of disclosure, which, in part, states that no agency shall disclose any record which is contained in a system of records by any means of communication to any person, or to another agency, except pursuant to a written request by, or with the prior written consent of, the individual to whom the record pertains, unless disclosure of the record would be to a recipient who has provided the advance adequate written assurance that the record will be used solely as a statistical research or reporting record, and the record is to be transferred in a form that is not individually identifiable.

The data on each applicable course/program of study is reported to the public in the aggregate.

74. **Are participants in Trade, OVR and Veterans programs included in the training program/provider certification process?**

Yes. Performance information for the All categories includes everyone in the total student universe.

75. **For new courses for which data has not been provided/collected, does this mean that the course will not be approved?**

No. In order for training courses/programs of study to be approved and certified for inclusion on the statewide list of eligible training programs/providers, the program must meet the minimum levels of performance outlined in WIIN 1-00, Change 2. The only circumstance under which the requirement for performance information may be waived is if the program is newly developed. WIIN 1-99, Change 3, specifies that a training course/program of study is defined as "new" if it has been operating for **less than 12 months**. If the program is simply "new" to the list, performance information is required.

76. **Does the change in program year dates change the reporting period?**

No. The reporting period is based on the applicant's standard reporting cycle or the **most recent complete 12-month period** prior to the date of application for eligibility determination.

77. **Should the performance information for "employed" be based on those who completed the program and not on the whole universe?**

Yes.

78. **Technology training/courses have a short-life span. Should they be treated as new or subsequent? For example, an approved technology program under initial eligibility has been completely revamped, based on employers' needs, and is now a new program with a new name.**

In instances where a training program is modified in its entirety to integrate changes due to the evolution of technology, the program would be considered a "new" program and the requirement for performance data could be waived.

79. **Why can't employment information be pulled by the state using social security numbers?**

It is the responsibility of each training provider to track and provide the performance information that is required for Subsequent Eligibility. Section 663.540 of the Final Rule dated August 11, 2000, specifies that providers of training services must submit, at least annually, verifiable program-specific performance information for WIA and non-WIA students participating in the program.

It should be noted that there are delays in the time frames when employers report wage information until it is entered into the database. Therefore, wage information is not reflected in "real time."

80. **Regardless of program length, are all approved programs held accountable to the current performance standards?**

Yes.

81. **Must all students be counted as part of the total participant universe? The school is comprised of two student populations, residential and non-resident programs.**

Yes. All students must be included in the total student universe.

82. **If a school has two (2) classes that run during the fiscal year; i.e., one class runs July to June and the other class runs January through December, is the reporting period based on these two (2) classes? The school has used total enrolled July to June and total completed July to June. Is this sufficient?**

Yes.

83. **Should schools leave out SPOC clients when submitting WIA performance levels?**

No. SPOC clients must be included in the performance criteria for ALL students.

84. **How was the wage at placement determined? It seems very high for some of the employers/areas.**

The performance level for the Wage at Placement was originally calculated at $8.12 per hour based on a variety of historical and national information. In response to comments suggesting that the $8.12 was high, the Wage at Placement was reevaluated and lowered to $7.88 per hour. The new level was based on Pennsylvania's JTPA PY 1998 Standardized Participant Information Record data, average wage at placement for adults. Utilizing PY 1998 data should promote a longer-term continuous improvement goal for customer wage earnings. Additionally, the Bureau of Workforce Investment has also established a quarterly wage amount option, which is based on the average wage at placement for 30 hours per week and 12 weeks per quarter. The performance accountability provisions outlined in WIIN 1-00 serve as an incentive to emphasize training in high wage and high skill demand occupations. Therefore, there will be no change to this level.

85. **If a university has a certificate program which has been offered to students for a number of years, and the school would like to include this program on the website, is performance data required for the regular students in order to be included on the list?**

Yes. All training providers submitting courses for inclusion on the statewide eligible program/provider list must provide and meet minimum performance levels. The only exception to this requirement is when the program is brand new to the provider and no performance data is available.

86. **If a course has fewer than 10 participants and one student is funded by WIA and the others are currently employed, what data is required? Facts about the one or the group?**

As outlined in WIIN 1-00, Change 2, training providers must submit verifiable program-specific performance information for all seven performance levels. However, threshold exception criteria were established for courses that serve

less than 10 participants. If individuals are employed at the time they entered the program, they are **excluded from the measures.**

87. What constitutes successful employment? Part-time? Minimum or relatively low wage based on prior work experience?

Employment is defined as an individual who did any work at all as a paid unsubsidized employee. There is no minimum on the amount of time worked.

IV. School Licensing

88. Explain the Pennsylvania Private Licensed Schools Act (PLSA) (24 P.S. §§ 6501-6518) exemptions and documentation requirements.

Section 6502 of the PLSA defines a private licensed school as:

❖ A school or classes operated for profit or tuition that provides resident instruction to prepare an individual to pursue an occupation in the skilled trades, industry or business, or systematic instruction by correspondence or by telecommunications in a field of study.

The PLSA and its supporting regulations (22 PA Code §§ 73.1-73.193) provides authority for the State Board of Private Licensed Schools' policy that schools which meet all five (5) of the following requirements **must be licensed before operating**: (1) offers classes or maintains a school, (2) charges tuition or makes a profit from its fees, (3) contracts with members of the public directly rather than through a third party, (4) prepares those members of the public to pursue employment as defined in the Dictionary of Occupational Titles as supplemented or amended, and (5) is not specifically exempt under the statute.

Section 6502 of the PLSA and Section 73.42 of its supporting regulations lists the following types of schools as exempt from licensing requirements:

1. A private academic school, which falls under the Private Academic Schools Act (24 P. S. § § 6701-6721) and this part;
2. A school or class providing training for the vocation of homemaking. Schools or classes which fall into this category are those where the training is specifically designed and advertised as being for home use, as opposed to commercial or business use, and where students are instructed in areas such as cooking, nutrition, child care, consumerism and home decorating;
3. A school or class providing training in public service or other service occupations. Persons engaged in public service occupations are limited to ambulance personnel, emergency medical technicians, firefighters, police, school bus drivers and school crossing guards. Persons engaged in other service occupations are limited to maids, butlers and chauffeurs;
4. A barber school or a school of cosmetology;

5. A school that provides training or instruction in flying and which is being regulated by the Federal Aviation Administration;

6. A private tutorial school that provides individual instruction, including schools in music or dance or individual instruction by a private tutor in other areas;

7. A school authorized to award degrees under 24 PA C.S. § 6505 (relating to power to confer degrees), other than those schools approved to award specialized associate degrees under § § 42.11-42.14 (relating to specialized associate degree programs approval procedure);

8. In-house programs of education or training, such as those provided free of charge by employers or trade unions to their employees or members;

9. A school owned and operated by a bona fide religious institution for the sole purpose of giving religious instruction;

10. A school operated by the Commonwealth or a political subdivision thereof, such as the Department of Education's Stevens State School of Technology, community colleges or area vocational technical schools;

11. A school which is operated by a hospital licensed under the Health Care Facilities Act (35 P. S. § § 448.101-448.904) and which is accredited by a regional or National accreditation agency.

89. Does the fact that a school is exempt under the PLSA mean that it does not need a license or other approval from the Commonwealth of PA?

No. Even though a school might be exempt from licensing under the PLSA, it might still need a license or approval under some other state law. For example, in order to operate a school of cosmetology in Pennsylvania the school must obtain a license through the Cosmetology Board within the Pennsylvania Department of State. It is the responsibility of the school to be licensed or approved under the proper state law.

90. Must out-of-state schools be licensed by the PLSA?

No, but out-of-state schools must be properly licensed under the laws of their particular state.

91. Where can information pertaining to the Private Licensed School Act (PLSA) be found on-line?

Specific Information on the PLSA can accessed at the Department of Education's website at http://www.pdehighered.state.pa.us/higher/cwp/view.asp?a=5&Q=44740&higherNav=|3164|&higherNav=|1975|1940|. Additionally, WIIN 1-99, Change 3, also outlines the requirements of the PLSA.

92. Who can answer questions about PLSA exemptions?

For information on PLSA, training providers should contact the Pennsylvania Department of Education, Bureau of Postsecondary Services, Division of Private Licensed Schools, at telephone (717) 783-8228.

V. Individual Training Accounts

93. What is an Individual Training Account (ITA)?

An ITA is a mechanism authorized by the Workforce Investment Act, which is intended to finance occupational skills training for participants to become gainfully employed or re-employed. Customers approved for training at the local level may use their ITAs to purchase occupational skills training slots in any program on the statewide list. The specific parameters for ITAs are established by each Local Workforce Investment Area, which may include a maximum duration of training, cost of training, or other requirements.

94. If programs are on the statewide list, is the training provider guaranteed ITA customers?

No. ITA customers can select any training course/program of study from the statewide List. There is no guarantee a training provider will acquire WIA clients.

95. What triggers the ITA?

An ITA is initiated when an individual has received at least one core and one intensive service and has been determined eligible for training services.

96. Who approves the ITA?

Depending upon local policy, the ITA may be approved by a case manager/employment planner, a committee, a representative of a LWIB, or other mechanisms.

This process will reflect what is determined locally to provide the appropriate balance between accountability for training funds with effective customer service.

97. Are youth eligible to receive ITAs?

No, not using Youth funding. However, older youth, age 18 and above, who are being served with adult funds are eligible for ITAs.

98. What criteria are used to determine who is eligible for an ITA? Is it based only on economic need?

Each LWIB will define local criteria and a process by which individuals can access an ITA. This process will reflect what is determined locally to provide the

appropriate balance between accountability for training funds with effective customer service. Local boards can restrict the occupations for which they will provide ITAs based on critical workforce needs, economic development priorities, and expected wage levels, as long as their policies are reasonable and uniform.

99.   What are the Commonwealth's regulations concerning the ITA amount, duration, and allowable billable items?

ITAs are the responsibility of the LWIBs. They will establish amounts, caps, minimum/maximum duration of training, and mechanisms for payment.

100.   Once an LWIA issues an ITA, LWIA staff has very little control over what course or courses on the statewide list a customer chooses. How can an LWIA ensure that an individual who has an ITA combines an adult basic education course with some type of occupational skill training?

As customers register through the Team PA CareerLink sites, they will be assigned a Case Manager/Employment Planner to assist in the development of Individual Employment Plans (IEPs). The Case Manager/Employment Planner's role is to provide customers with guidance and feedback appropriate to their needs that can help them understand their choices prior to selection of a training program/provider. An ITA defines what funding amount(s) are available to customers for tuition, books and any other training expenses. An IEP defines what services are appropriate for the customer. Training services must be provided in a manner that maximizes informed consumer choice in selecting eligible training programs/providers. Individuals may select a training program/provider from the statewide list of eligible training programs/providers after consultation with their Case Manager.

101.   When job readiness courses, adult basic education courses and GED courses are placed on the statewide list, shouldn't they be annotated so that ITA holders know that they can only use their ITA for these courses if they are taken in combination with one or more of the training services outlined in WIIN 1-99, Change 3?

No. It is the responsibility of LWIA Case Managers within the Team Pennsylvania CareerLink delivery system to counsel customers in the development of IEPs and recommend suitable training options. If the customer requires job readiness and/or some adult literacy training before they can proceed with occupational skill training, options should include an appropriate combination of training choices.

102.   Will ITAs be paid via credit card, including online credit card "shopping cart"?

The mechanism used to pay the costs associated with ITAs is locally developed. There are 22 Local Workforce Investment Boards (LWIAs) serving 23 Local Workforce Investment Areas (LWIAs) in Pennsylvania. Each LWIB is

responsible for developing its own policies and procedures relative to payment in accordance with the flexibility permitted under WIA and its supporting regulations.

103. **Please document each county's specific ITA limit, maximum timeframe and any additional items covered; i.e., books, registration fees, supplies, equipment, etc.**

Specific ITA information is available from each LWIB. Information for each LWIA can be accessed at www.paworkforce.state.pa.us/pa_workforce/CWP/view.asp?a=227&Q=161045&pa_workforceNav=|.

104. **Are out-of-state students eligible for ITAs in Pennsylvania? Is there a residency requirement? If so, what is it?**

Out-of-state students may qualify for ITAs in Pennsylvania. Each LWIB establishes its own residency requirements.

Local areas within Pennsylvania may have a residency policy in place which specifies they will not accept individuals who do not reside within the local area. Individuals who live out-of-state should contact the local Team PA CareerLink office in the area the school is located to determine if a residency policy is in effect. However, Section 663.310(c) states that the individual must select a program of training services that is directly linked to employment opportunities in the local area or in another area to which the individual is willing to relocate.

105. **Can out-of-state students obtain access to Pennsylvania's statewide list or must a provider be on the list in their individual state for students to seek an ITA?**

Out-of-state students can view approved courses on Pennsylvania's Statewide List of Eligible Training Programs/Providers through the Team Pennsylvania CareerLink website at www.pacareerlink.state.pa.us. On the homepage, select "Job Seeker Services" and then click on "View Statewide Training Programs/Providers List."

106. **Can a student be eligible for an ITA in one county and not in another; i.e., the school is located in Westmoreland County and the student lives in Fayette. Can the student seek an ITA from Westmoreland or Fayette or both?**

Each local area establishes the parameters for their ITA policy. In this example, the counties of Westmoreland and Fayette comprise a SINGLE workforce investment area.

107. What if the cost of a program exceeds the "cap"? Could the student be responsible for the difference with financial aid, student loans, or personal funds?

Yes. WIA is funding of last resort. If a program is eligible for Pell funding, students are required to apply for these funds. Pell grants are not school-based, but rather portable funding for which preliminary eligibility can and should be determined before the participant enrolls in a particular school or training program. The WIA funding is reduced by the amount of the Pell grant. Under WIA, access to training or any other services is not an entitlement. LWIBs must exercise discretion in establishing ITA's for eligible participants. The regulations at Section 663.420(b) permit State and LWIBs to establish ITA limitations in a number of different ways and provide substantial discretion to allow for other circumstances such as the availability of other funding, the contribution such training would make to the overall workforce skill needs of the community, or the needs of the individual participant to be taken into consideration.

108. How do training providers determine levels of funding available through ITAs for each LWIB?

Training providers should contact their local Point of Contact at each LWIB to obtain this information.

109. Many LWIBs require attendance for two weeks before payment will be made. This may contradict the formal refund policy of the training provider. How is this resolved?

The situation should be addressed between the LWIB and the training provider.

VII. Labor Market Information

110. How is the local demand occupation list developed?

The Center for Workforce Information and Analysis (CWIA) determines the top 25 industries by employment and/or hiring activity in a given area. Next, they sum the staffing patterns for the occupations within these industries to determine the top 100 occupations for a given area. If available, they use existing employment projections to add occupations that have yet to be included that have at least 20 projected openings for an average year in the given area. The list can also be supplemented with occupations qualifying based on the knowledge of regional analysts. Those occupations are "demand occupations." However, this list is not meant to be all-inclusive and local expertise can also add occupations to the list.

111. If a program submitted for certification does not support a demand occupation for that LWIA, and the training provider submits documentation from local employers stating that this program would support local employment, does the LWIA need to formally approve that program for certification or can the LWIA staff approve without consulting the WIB?

Section 134 of the Act and its supporting regulations at Section 663.310(c) state that funds allocated to a local area shall be used to provide training services to adults and dislocated workers who select programs of training services that are directly linked to the employment opportunities in the local area or in an area where the client is willing to relocate. However, if an employer can provide documentation demonstrating that the program would support local employment, it is the local board's responsibility to recommend approval of the program.

112. Where are the lists of demand occupations for each local area located?

The Department's Center for Workforce Information Analysis annually prepares a comprehensive list of demand occupations by LWIA. These lists can be accessed at www.dli.state.pa.us/workforceinfo. Simply scroll down the page and click on "Demand Occupations." Users may click on an area on the map or click on a specific WIA.

There is also a link to the list of demand occupations within the electronic application for training courses/programs of study.

113. How is the Pennsylvania Labor Market Information Database System (PALMIDS) accessed?

To find Classification of Instructional Program (CIP) codes and educational institution codes through the PALMIDS:

1) Go to the CWIA home page at www.dli.state.pa.us/workforceinfo.
2) Click on "PALMIDS";
3) A screen saying "Welcome to PALMIDS" will appear. Click on PALMIDS;
4) A screen showing ten (10) category icons will appear. For CIP codes and Institution codes, click on the "Education" icon.
5) Click on "Educational Programs;"
6) Click on the "Pennsylvania" icon;
7) A screen will appear which poses the question: "How do you wish to search for occupations?" There are three (3) ways to search for occupations. Users can select: "Occupation Group Search," "All Occupations," or "Keyword Search." Click on the "Group Drill" box, which appears beside the first option, "Occupation Group Search";
8) A screen showing occupational categories will appear. Click on the "ABC All Occupations" icon, which appears at the bottom left hand corner of the screen;

9) A screen titled "Education Programs in PA" will appear which will show an alphabetical list of educational programs in PA with CIP codes for each educational program listed. (This will take some time because the system is downloading a comprehensive list of all education programs available in Pennsylvania.);

10) To find a list of schools offering specific educational programs, click on a specific educational program.

To find Occupational Employment Statistics (OES) codes through PALMIDS:

1) Go to the CWIA home page: www.dli.state.pa.us/workforceinfo;
2) Click on "PALMIDS" ;
3) A screen saying "Welcome to PALMIDS" will appear. Click on "PALMIDS";
4) A screen showing ten (10) category icons will appear. For OES codes, click on the "Occupation" icon;
5) Click on the "PA" icon. There are three (3) ways to search for occupations. Users can select: "Occupation Group Search," "All Occupations," or "Keyword Search." Click on the "Group Drill" box, which appears beside the first option, "Occupation Group Search."
6) The next screen is titled: "Occupational Employment and Projections in PA for Custom Occupation Group." The "sort by" box allows the user to sort by occupational title and by OES code.

In addition to the OES codes, there are occupational projections for specific occupations. This information can be used in determining whether the occupations in question are in demand.

114. Does the training provider need to submit documentation from local employers that this program supports local occupations?

Documentation will only be required if the training leads to occupations that do not appear on the local list of demand occupations developed by CWIA.

VII. Trade

115. How does the statewide list relate to Trade funding?

The statewide list within the Team PA CareerLink Operating System is the backbone for customer choice in selecting qualified training programs/providers. The list shall be made available to customers whose training is supported by all Team PA CareerLink partners, which includes customers served by the Trade Act program, as the directory for their eligible training service providers.

116. **If a school's courses are certified for inclusion on the statewide list, can Trade Act-eligible students select them for training?**

Please be advised that inclusion on the statewide list alone does not automatically authorize enrollment and payment of training dollars for Trade Act-eligible students. A fully executed Trade Adjustment Assistance (TAA) Master Agreement is also required between the Department of Labor and Industry and the eligible provider.

For more information on obtaining a TAA Master Agreement to serve Trade Act eligible students, please call (717) 787-3654 or (717) 787-3093.

117. **Does the Trade Act have a separate training provider list of schools that need to be certified?**

No. There is only one statewide list of eligible training programs/providers disseminated through the Team Pennsylvania CareerLink operating system. All WIA and Trade funded training for adults and dislocated workers must be selected from approved training courses/programs of study appearing on the statewide list, with the exception of the specific exemptions to the ITA policy outlined in Section 663.430 and WIIN 1-99, Change 3.

118. **Can Trade Act funds be combined with WIA funds to cover training costs? Local dislocated workers have been told that TAA cannot be used in combination with other funding.**

Trade Act funds can be combined with WIA funds to finance training for adversely affected dislocated workers eligible under these programs.

Joint funding, usually referred to as dual enrollment, occurs when Trade finances the training, while WIA pays for other necessary supportive services. Both programs can pay for certain costs, as long as they are not duplicating the other.

Section 134(d)(4)(B) of WIA requires the coordination of training costs with funds available under other Federal programs. The exact mix of funds should be determined based on the availability of funding for either training costs or supportive services, with the goal of ensuring that the costs of the training program are fully paid and that necessary supportive services are available so that the training can be completed successfully.

VIII. <u>Youth</u>

119. **LWIAs are required under the WIA to expend at least 30% of their youth funds allocation on services to out-of-school youth. LWIAs may find it very difficult to comply with this legal mandate unless they can make individual referrals of youth to training programs. Can LWIAs individually refer youth to training programs?**

Yes. While the Final Regulations prohibit the issuance of ITA's to youth under the age of 18, LWIAs can make individual referrals of youth to training programs approved by the Youth Council. Training costs can be paid through an individual referral contract with the training provider.

IX.   Miscellaneous

120.   What is the definition of "Subsidized Employment"?

Subsidized employment is defined as employment opportunities that have been created in the public or non-profit sectors for the purposes of work experience or work-place training. Public and non-profit employers are reimbursed the full amount of the subsidized employees' wages in return for providing a work experience or work-place training opportunity. There are no employer-employee relationships established such as benefit coverage, unemployment compensation coverage, etc. for individuals employed in subsidized employment opportunities. Subsidized employment positions are in addition to regular employer-funded positions necessary to carry out the business of the employer and cannot supplant regularly funded positions or contribute to an occurrence of maintenance of effort.

121.   What is the definition of "Employed"?

An employed individual is one who did any work, at all, as a paid employee, i.e., received at least some earnings, or worked in their own business or profession.

122.   Are H1B Grants designed to ensure that job seekers attain high tech jobs?

Training American citizens for jobs that are being filled by foreign workers through temporary visas is a goal that most Americans will support. The H1B Skill Training Grants Program offers LWIBs an important chance to address this issue by helping local employers fill high tech jobs with skilled American workers. The U. S. Department of Labor (USDOL) views this new grant program as a mechanism to further the transformation of local workforce investment delivery systems and the role of LWIBs that began with the passage of WIA. Training must be for occupations that have been identified as skill shortage areas and demanding a high level of expertise. Training can be provided to employed or unemployed individuals. USDOL encourages outreach to women, minorities, persons with disabilities and other under-represented groups. Co-enrollment of trainees in H1B and WIA programs is permitted. Further information on these grants can be found at www.doleta.gov/h-1b/.

123. **Employee job fairs through the Team PA CareerLink office would be a nice service to offer periodically for employers and educators to meet face to face in recruiting efforts as a new special event to connect all parties or a new access point to Team PA CareerLink registered applicants for school recruitment with accessible entire field.**

It is the responsibility of each local Team PA CareerLink to plan and publicize employee job fairs. Such events are posted on the "Events" menu option on the CareerLink website at www.pacareerlink.state.pa.us.

124. **Does all communication go to the providers via email, such as invitations to conferences, policy updates, etc.?**

Yes, unless the training provider does not have email capabilities. Then it is the LWIA's responsibility to notify training providers of information disseminated by the Department.

125. **Are county specific contacts available for all of these programs as well?**

This information can be obtained at www.pacareerlink.state.pa.us. Additional information regarding various program contact information can be obtained at www.dli.state.pa.us.

126. **May a school place programs on-line in other states? If so, what is the application and approval process?**

Training providers who desire to have their training programs submitted to states other than Pennsylvania should contact each particular state to obtain their policies and procedures for program certification. Other states' homepages can be accessed through the Workforce ATM at www.icesa.org/links.cfm. On the homepage, select "State Workforce Agencies" under "Workforce Links."

127. **Is there a list of the local CareerLink offices?**

A listing of Team PA CareerLink offices can be found at www.pacareerlink.state.pa.us. Select "Employer Services" and click on the link in the first paragraph at the top of the page. The user can search by county or view the entire list.

128. **Can you provide a list of the counties included in each LWIA?**

Information on each LWIA and the counties comprising each area can be accessed at http://www.paworkforce.state.pa.us/pa_workforce/CWP/view.asp?a=227&Q=161045&pa_workforceNav=|.

129. How does a training provider become eligible for PELL or PHEAA?

Training programs, not providers, are eligible for Pell and/or PHEAA. In order to determine how programs are eligible for Pell funding under Title IV of the Higher Education Act of 1965, please visit www.ifap.ed.gov.

For information on PHEAA, please visit the Pennsylvania Higher Education Assistance Agency at www.pheaa.org.