



**Local Workforce Innovation and Opportunity Act (WIOA) Policy No. 2017-PL-07-Change 1**

**To:** All Delegate Agencies, American Job Centers and Sector Centers

**From:**

  
Karin M. Norington-Reaves  
CEO, Chicago Cook Workforce Partnership

**Subject:** TRAINING PROVIDER ELIGIBILITY AND CERTIFICATION

**Date:** December 14, 2017

**Purpose:**

The Workforce Innovation and Opportunity Act (WIOA) requires that all states and local workforce areas certify training programs as eligible to receive funding through Individual Training Accounts (ITAs). This procedure must include a process for providers and programs to be initially certified, as well as outlining the process for continued eligibility. The purpose of this communication is to establish eligibility criteria for training providers and programs accessing funds via ITAs in Cook County. Through this policy, the Chicago Cook Workforce Partnership (The Partnership) seeks to promote a system of high-quality occupational skills training that both addresses business needs, and prepares individuals for career opportunities.

**References:**

WIOA Sections 122, 134

WIOA Implementing Rule Section 680, Subpart C and D

Illinois Department of Commerce WIOA Policy 15-WIOA-5.3

**Background:**

An eligible training provider is one that has met all federal, state, and local criteria and is thereby qualified to receive WIOA ITA funds to provide occupational training to WIOA-enrolled customers. Interested training providers can review the criteria presented here and submit an application to The Partnership, which will certify providers and programs that are deemed eligible. The Partnership will add those providers and programs to the State of Illinois Eligible Training Provider List (ETPL). Providers of on-the-job training, customized training, incumbent worker training, internships, and paid or unpaid work experience opportunities, or transitional employment shall not be subject to the requirements of this policy letter. The approval of training providers and programs does not create or constitute any contractual or other fiduciary relationship between the training provider and The Partnership.

**Initial Training Provider Eligibility Criteria:**

To be considered for initial eligibility, training providers must complete the Training Provider Certification application located on The Partnership's website [www.workforceboard.org](http://www.workforceboard.org) and provide all requested documentation. To be eligible to receive funds for the provision of ITA services, the provider shall:

1	<p>Be an institution of higher education that provides a program that leads to a recognized postsecondary credential; This may include programs receiving approval or accreditation by the U.S. Department of Education, Illinois Board of Higher Education, Illinois Community College Board, or Illinois State Board of Education,</p> <p>OR</p> <p>An entity that carries out programs registered under the Act of August 16, 1937 (commonly known as the "National Apprenticeship Act"; 50 Stat. 664, chapter 663; 29 U.S.C. 50 et seq.) as recognized in Illinois by the U.S. Department of Labor (SDOL), Office of Apprenticeship,<sup>1</sup></p> <p>OR</p> <p>Another public or private provider of a program of training services, which may include joint labor-management organizations; eligible providers of adult education and literacy activities under Title II if such activities are provided in combination with occupational skills training; or programs that have been recognized by the industry as meeting the standards necessary for approval or accreditation, when such standards exist.</p>
2	Have been open for business for at least one year prior to application.
3	<p>Provide documentation of the following:</p> <ul style="list-style-type: none"><li>a) Legal standing within Illinois;</li><li>b) Federal Employer Identification Number;</li><li>c) Accrediting body and contact information;</li><li>d) Credential type;</li><li>e) A copy of the current certification or note from the appropriate certification body detailing status;</li><li>f) A description of current student enrollment that details sources of financial support; and</li><li>g) A listing of the current Board of Directors.</li></ul> <p>The Partnership reserves the right to require additional documentation.</p>
4	Provide assurance of compliance with all non-discrimination, equal opportunity provisions and other requirements of WIOA.
5	<p>Provide assurance of cooperation with monitoring requirements, including participation in monitoring visits conducted by The Partnership. All training providers are subject to routine programmatic and fiscal monitoring by The Partnership or other appropriate entities to ensure compliance with the requirements of this policy and related provisions of WIOA. The Partnership reserves the right to complete an onsite review of the training provider to evaluate, at a minimum, the following items:</p> <ul style="list-style-type: none"><li>a) Physical location and facilities</li><li>b) Instructional quality and programmatic accessibility</li><li>c) Accessibility and ADA compliance</li></ul>

<sup>1</sup> All Registered Apprenticeship (RA) programs registered with the USDOL, Office of Apprenticeship or a recognized state apprenticeship agency are automatically eligible to be included as an eligible training provider

**Initial Program Eligibility Criteria:**

A training provider that is eligible based on the criteria above must also provide information on each of the programs for which it seeks initial certification. The Training Program Certification application is located on The Partnership's website [www.workforceboard.org](http://www.workforceboard.org). Each eligible training provider can submit for Partnership approval no more than three (3) training programs for each of The Partnership's 40 Target Occupations (see Attachment A). This policy was developed to align with the concept of a career pathway, and to ensure that the available training programs meet the needs of customers with a wide range of skill levels and backgrounds. It is envisioned that a provider offering more than one training program for a given occupation will offer basic or entry level, mid-level, and/or advanced programs. As outlined in the application, each program must result in the customer earning an industry-recognized credential of value, and program costs must be reasonable.

**Continued Training Program Certification Criteria:**

The Partnership requires that each training provider be re-evaluated and re-certified on a bi-annual basis. The re-certification request form is available on The Partnership's website [www.workforceboard.org](http://www.workforceboard.org). The application asks for a summary of any changes to any of the information provided in the prior application for certification, and documentation that eligibility requirements described in this policy letter are still being met.

In addition, training providers must demonstrate that each certified program meets within 10% of the following performance goals.

Measure	Goal	Meeting Range
WIOA Training-Related Entered Employment Rate <sup>2</sup>	70%	63%-70%
Successful Training Completion Rate <sup>3</sup>	70%	63%-70%
Credential Attainment Rate <sup>4</sup>	60%	54%-60%

For purposes of the performance requirements, a minimum of ten (10) program exiters are required to calculate outcomes that can be used to disqualify a program. Programs with fewer than 10 exiters are exempt from the performance requirements.

As part of re-certification training providers must submit a report of enrollees from the preceding year, detailing completion data, placement and training-related placement rates.

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<sup>2</sup> WIOA Training-Related Entered Employment Rate is defined as the percentage of WIOA training program participants who were employed within their field of study in relation to the total number of those participants with employment.

<sup>3</sup> Successful Completion Rate is defined as the percent of WIOA training program participants who were issued an ITA and successfully completed the program in relation to the total WIOA participants who received an ITA and completed and/or dropped out of the program.

<sup>4</sup> Credential Attainment Rate is defined as the percentage of training program participants who obtained an industry recognized credential within one year of completion of the training program to the total training program participants who exited the program.

Programs that fail to reapply for recertification will be removed from the list of eligible training providers.

**Denial of Initial Eligibility:**

Programs or providers that are deemed ineligible for initial certification based on the criteria outlined in this policy letter may submit an appeal form, which is located on the Partnership's website [www.workforceboard.org](http://www.workforceboard.org). A committee comprised of Partnership staff and Workforce Innovation Board Service Delivery Committee members will review all appeals.

**Revocation and/or Suspension of Existing Eligibility:**

Programs or providers may be subject to revocation of eligibility (at any time), or denial of recertification (upon application), if they:

1. Fail to provide correct information on the application;
2. Fail to meet the criteria or performance standards outlined in this policy letter;
3. Violate any requirement of WIOA;
4. Are the subject of disciplinary action by the Illinois Board of Higher Education or other accrediting body; or
5. Fail to comply with requirements of The Partnership ITA process.

Programs whose certifications are revoked must immediately cease enrollment of new WIOA customers. Existing enrollees shall be permitted to complete the training program; however, in the case of substantial violations, customers shall be provided assistance in enrolling in a new training program. A provider of training services whose eligibility is terminated may be liable for the repayment of funds received under WIOA.

Programs or providers whose eligibility status is revoked may submit an appeal. Once a program or provider's eligibility has been revoked, it cannot reapply for 2 years.

The ITA Certification Committee, working with The Partnership's Grievance Officer, may temporarily suspend a program and/or provider to investigate allegations of fraud, equal opportunity (EO) violations, or other complaints.

**Application Process:**

Those seeking to become eligible WIOA ITA training providers in Chicago and Cook County may apply for eligibility by submitting The Partnership's application packet as well as completing the required program information for each training program through the Illinois Workforce Development System (IWDS). The application packet, along with detailed instructions on how to complete the necessary materials, can be accessed via The Partnership's website [www.workforceboard.org](http://www.workforceboard.org)

The Partnership will accept requests for initial certification of new providers and programs on a quarterly basis, as follows:

- Winter (February 1- February 15)
- Spring (May 1- May 15)
- Summer (August 1- August 15)
- Fall (November 1- November 15)

As existing program certifications sunset, training providers must reapply for certification under the provisions of this policy letter. The certification committee will determine eligibility within 30 days of receipt of application. Applications are not deemed received until all required documentation is submitted. The program may then be conditionally approved pending ratification by the Chicago Cook Workforce Innovation Board.

### **Provisional Approval:**

The ITA Certification Committee may grant approval on a provisional basis to training programs outside of the regular application schedule as described above, for certain high-need programs. High need programs must meet at least one of the following requirements:

1. Are substantially unique (not like anything in existence on the eligible list);
2. Specialize in serving populations with barriers to employment;
3. Are part of an employer-sponsored customized training program that will result in new hiring or promotions for WIOA customers.
4. Are a new program of study offered by a community college which reflects an occupation listed on the current targeted occupation list.

The ITA Certification Committee will consider provisional approval of programs for eligible providers on a case-by-case basis. The purpose of this provisional approval is to allow high-value programs to be made available to customers that would otherwise have to wait until the next application window. Programs granted provisional approval must still meet the program eligibility requirements described in this letter. Programs granted provisional approval must apply for certification at the next application window, unless provisional approval was granted less than 30 days prior to the application window, in which case they must apply at the following application window.

### **Actions Required:**

Current WIOA training providers seeking initial eligibility or continued certification of eligibility for one or more programs **must:** (1) review this policy letter and its attachments; (2) transmit this letter to all staff with responsibility for applying for re-certification of the provider and its programs for continued eligibility; and (3) provide information as required by this letter for each program for which initial eligibility or continued certification is requested.

### **Inquiries:**

All inquiries should be directed via email to Anne Hogan, Occupational Training Manager at [ahogan@workforceboard.org](mailto:ahogan@workforceboard.org)

### **Effective Date:**

January 1, 2018

### **Attachments:**

A—Target Industries and Occupations for ITAs, Revised December 2017

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<b>Attachment A: 40 Target Occupations for ITA Training, Updated Effective 1/1/2018</b>				
		Occupation	SOC Descriptions	Tuition/ Fee Limit
1	Business and Professional Services	Administrative and Office Worker	Executive Secretaries and Executive Administrative Assistants	\$ 3,000
			Administrative Service Managers	\$ 8,000
2		Legal Secretaries and Paralegals	Legal Secretaries	\$ 5,000
			Paralegals and Legal Assistants	\$ 8,000
3		Accountants and Financial Clerks	Billing and Posting Clerks	\$ 5,000
			Payroll and Timekeeping Clerks	
			Brokerage Clerks	
			Accountants and Auditors	
4	Healthcare	Human Resources Specialists	Human Resource Specialists	\$ 5,000
5		Security Guards	Security Guards (waiver)	\$ 3,000
6		Dental Hygienists and Dental Assistants	Dental Hygienists	\$ 8,000
			Dental Assistants	\$ 5,000
7		EMTs and Paramedics	Emergency Medical Technicians	\$ 3,000
			Paramedics	\$ 8,000
8		Registered Nurses and LPNs	Licensed Practical and Licensed Vocational Nurses	\$ 8,000
			Registered Nurses	
9		Medical Assistants	Medical Assistants	\$ 8,000
10		Health Information Technicians	Medical Records and Health Information Technicians	\$ 5,000
11		Respiratory Therapists	Respiratory Therapists	\$ 8,000
12		Diagnostic Technicians	Radiologic Technologists	\$ 8,000
			Diagnostic Medical Sonographers	\$ 8,000
13		Health and Lab Technicians	Medical and Clinical Laboratory Technologists	\$ 8,000
			Medical and Clinical Laboratory Technicians	
			Surgical Technologists	
			Medical Equipment Preparers	
14		Certified Nursing Assistants and Patient Care Technicians	Nursing Assistants	\$ 3,000
			Phlebotomists	
			Cardiovascular Technicians	
			Patient Representatives	
			Patient Care Technicians*	\$ 5,000

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15		Occupational Therapy Assistants	Occupational Therapy Assistants	\$ 8,000
16		Pharmacy Technicians	Pharmacy Technicians	\$ 3,000
17		Physical Therapy Aides and Assistants	Physical Therapist Assistants	\$ 5,000
			Physical Therapist Aides	
18	Retail, Culinary, Hospitality	Food Service Workers	Food Service Managers	\$ 3,000
			First-Line Supervisors of Food Preparation and Serving Workers (waiver)	\$ 3,000
			Chefs and Head Cooks (waiver)	\$ 5,000
19		Hospitality Workers	Lodging Managers	\$ 3,000
20		Retail Workers	First-Line Supervisors of Retail Sales Workers	\$ 3,000
			Customer Service Representatives	
			Sales Representatives, Wholesale and Manufacturing	
21	Information Technology	Computer Support Specialists	Computer User Support Specialists	\$ 5,000
			Computer Network Support Specialists	
22		Computer Systems Analysts	Computer Systems Analysts	\$ 8,000
23		Database Administrators	Database Administrators	\$ 8,000
24		Developers and Programmers	Computer Programmers	\$ 8,000
			Software Developers, Applications	
			Software Developers, Systems Software	
			Web Developers	
25		Network Administrators	Network and Computer Systems Administrators	\$ 8,000
26		Computer Network Architects	Computer Network Architects	\$ 8,000
27		Information Security Analysts	Information Security Analysts	\$ 8,000
28	Manufacturing	HVAC, Electrical, and Machine Repair	HVAC & Refrigeration Mechanics and Installers	\$ 8,000
			Electrical Power-Line Installers and Repairers	
			Industrial Machinery Mechanics	
			Maintenance Workers, Machinery	
29		Machine Operators and Fabricators	Team Assemblers	\$ 8,000
			Cutting, Punching, and Press Machine Operators	
			Food Batchmakers	
			Stationary Engineers and Boiler Operators	
			Mixing and Blending Machine Setters, Operators, and Tenders	

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			Grinding, Lapping, Polishing, and Buffing Machine Operators	
			Machinists	
30		Quality Assurance	Inspectors, Testers, Sorters, Samplers, and Weighers	\$ 8,000
31		Computer Numerical Controls	Computer-Controlled Machine Tool Operators	\$ 8,000
			Computer Numerically Controlled Machine Tool Programmers, Metal and Plastic	
32		Welders	Welders, Cutters, Solderers, and Brazers	\$ 8,000
33	Transportation, Distribution, and Logistics	Logistics and Warehouse Workers	Cargo and Freight Agents	\$ 5,000
			Dispatchers, Except Police, Fire, and Ambulance	
			Shipping, Receiving, and Traffic Clerks	
			Production, Planning, and Expediting Clerks	
			Industrial Truck and Tractor Operators	
34		Vehicle Mechanics and Repair Workers	Aircraft Mechanics and Service Technicians	\$ 8,000
			Automotive Body and Related Repairers	
			Automotive Service Technicians and Mechanics	
			Tire Repairers and Changers	
			Bus and Truck Mechanics and Diesel Engine Specialists	
35		Commercial Drivers	Bus Drivers, School or Special Client	\$ 5,000
			Bus Drivers, Transit and Intercity	
			Heavy and Tractor-Trailer Truck Drivers	
			Light Truck or Delivery Services Drivers	
36	Construction	Carpenters	Carpenters	\$ 8,000
37		Operating Engineers	Operating Engineers; Construction Equipment Operators	\$ 8,000
38		Electricians	Electricians	\$ 8,000
39		Plumbers	Plumbers, Pipefitters, and Steamfitters	\$ 8,000
40		Structural Iron and Steel Workers	Structural Iron and Steel Workers	\$ 8,000

\*Please note: Patient Care Technicians do not tie to a single O'Net code. It is used to describe medical training programs which may include training in several approved O'Net occupational areas such as CNA, Phlebotomy and EKG. The tuition price limit for these "bundled" programs shall be \$5,000.