



July 13, 2022

Dr. Jonathan Guevara
President & CEO
The College of the Florida Keys
5901 College Road
Key West, Florida 33040

SUBJECT: Letter of Intent

Dear Dr. Guevara:

This Letter of Intent is to notify you that, as an approved **South Florida Workforce Investment Board (SFWIB) Training Vendor**, **The College of the Florida Keys**, will continue to provide Training Vendor services for the effective period from **July 1, 2022 to June 30, 2025 pursuant to the terms contained herein.**

The Contractor agrees to render services in a manner deemed satisfactory to the SFWIB, in its sole discretion, and in accordance with the **Statement of Work**, attached hereto and incorporated herein, as **Exhibit A**.

Modifications to **Exhibit A, Statement of Work** shall not be effective until approved, in writing, by the SFWIB.

The Contractor agrees that payment will continue on the basis of the most recent **Approved Training Program Cost Listing** attached hereto and incorporated herein, as **Exhibit C** until such time as approved by the SFWIB and incorporated by written modification.

The Contractor and the SFWIB agree this Letter of Intent will be replaced by a duly executed contract within 90 calendar days from the date of transmittal. Failure to submit documents identified below within the specified timeframe may result in a disallowance of the expenditure made and/or cost incurred by the Contractor, which shall be determined by the SFWIB in its sole discretion.

Please submit the following to Dania Roque, Contracts Officer, within ninety (90) days from the date of transmittal:

- Operational documents and signed contract within 90 calendar days from the date of transmittal.

info@careersourcesfl.com

7300 Corporate Center Drive, Suite 500
Miami, Florida 33126

p: 305-594-7615 | f: 305-470-5629

Dr. Jonathan Guevara
The College of the Florida Keys
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The Training Vendor Agreement (Contract) is forthcoming for your signature. Once executed, we will return one (1) scanned original to you. Should you have any questions or concerns, please contact the SFWIB Contracts Officer identified above.

CONTRACTOR'S REPRESENTATIVE

Signature: _____

PRINTED NAME: **Dr. Jonathan Guevara**

TITLE: **President & CEO**

DATE: _____

SFWIB'S REPRESENTATIVE

Signature: _____

PRINTED NAME: **Rick Beasley**

TITLE: **Executive Director**

DATE: _____

Attachments

Pc: Renee Bennett, Assistant Director, SFWIB/Finance
David Gilbert, Adult Programs Manager, SFWIB/CSSF
Robert Smith, Special Projects Administrator II, SFWIB/CSSF
Central File, SFWIB/CSSF

STATEMENT OF WORK

This **Statement of Work** articulates the conditions under which the Training Vendor shall provide South Florida Workforce Investment Board (SFWIB) training services.

A. ELIGIBLE POPULATIONS

Individual Training Accounts (ITA) are available to customers deemed eligible by an SFWIB Contractor (authorized representative) to receive training services through any of the SFWIB funding streams set forth below:

Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker, Youth; National Emergency Response (NER); Rapid Response (RR); Trade Adjustment Assistance (TAA); Temporary Assistance to Needy Families (TANF).

B. APPROVED TRAINING PROGRAMS

Available occupational training programs shall be SFWIB-approved and appear on the SFWIB (Workforce Development Area 23) Targeted Occupations List (TOL), a State-compiled list of occupations from which Local Workforce Development Boards' may offer training. Programs no longer appearing on Workforce Development Area 23's TOL shall be removed from the list of approved programs. The SFWIB will honor invoices for participants enrolled in the program prior to the program's removal.

Training services shall be provided at the Training Vendor's SFWIB-approved location(s).

C. INDIVIDUAL TRAINING ACCOUNT (ITA)

Training services are paid for through the use of an ITA. A participant eligible for training services, who has been enrolled in a training program by an SFWIB authorized representative, will receive an initial ITA voucher covering up to and including fifty percent (50%) of the maximum approved ITA amount as set forth in **Section C - Maximum Individual Training Account (ITA) Amount**. Upon the participant's completion of fifty percent (50%) or more of the training program, an ITA voucher will be issued for the remaining maximum approved ITA amount (see **Attachment 1, ITA Policy**).

D. MAXIMUM INDIVIDUAL TRAINING ACCOUNT (ITA) AMOUNT

The maximum ITA amount is a cap on the amount payable for each approved program. **Exhibit D, Approved Training Program Cost Listing**, shows the maximum ITA amount per Training Vendor approved program.

The maximum ITA amount per public school training program is set at 100% of the public institutions' submitted cost information. The maximum ITA amount per private school training program shall be based on a public school's comparable training program and within the applicable quadrant benchmark category. Where there is no approved public school comparable program, the cost of the approved private training vendor's program shall be based on the previous program year's maximum ITA amount, a Florida public school's comparable program, and within the applicable quadrant benchmark category. The maximum ITA amount per program is adjusted annually by the SFWIB, following receipt of the public school's new Program Year (PY) cost information.

Moreover, the SFWIB further cap the amount of each program's maximum ITA based upon the program's occupational growth and salary rate category, i.e. High Growth/High Wage, Low Growth/High Wage, High Growth/Low Wage and Low Growth/Low Wage. The occupational growth and salary caps are as follows:

Growth and Salary Rate Category	Amount
High Growth/High Wage	up to and including \$10,000.00
Low Growth/High Wage	up to and including \$7,500.00
High Growth/Low Wage	up to and including \$5,000.00
Low Growth/Low Wage	up to and including \$2,500.00

The Training Vendor shall adhere to the maximum ITA amount of a program when submitting an invoice for payment. Where a private Training Vendor's total program cost is less than the assessed maximum ITA amount for that program, the lower amount shall be paid.

The Training Vendor shall adhere to the SFWIB-approved ITA cost structure. The SFWIB reserves the right to modify the SFWIB-approved ITA cost structure in any manner and at any time, at the sole discretion of the SFWIB.

E. FUNDING AVAILABILITY

The referral of eligible participants, as set forth in **Section A - Eligible Populations**, is contingent upon the availability of funding, as well as, the SFWIB's need for such services to be provided.

F. PAYMENT PROCESS AND INVOICING

The SFWIB authorized representative shall issue a voucher to the participant, payable under the Training Vendor's legal business name. The participant shall present the ITA voucher to the Training Vendor within ten (10) calendar days from the date of issuance. If the participant does not present the voucher within the ten-day period, the voucher will be voided automatically by the Workforce Management System (WFMS); thus requiring the issuance of a new voucher, contingent upon the availability of funding.

To secure payment for training services rendered, the Training Vendor shall submit both an original system-generated invoice and the original ITA voucher to the SFWIB after the participant has attended fourteen (14) consecutively scheduled classes or the maximum number of scheduled classes, and within thirty (30) calendar days of the voucher issuance date.

The Training Vendor shall be responsible for refunding to the SFWIB any payments made based upon improperly supported or erroneous invoices, and/or for charges which violate the terms of this Agreement, applicable federal, state or local regulations, and the SFWIB Policies, Procedures and Directives.

G. WORKFORCE MANAGEMENT SYSTEM (WFMS)

It is the responsibility of the Training Vendor to navigate the WFMS competently. In order to gain proficiency, the Training Vendor has the option of contacting the SFWIB Training Coordinator to schedule a WFMS tutorial.

The Training Vendor shall timely update all participant data in the Training Vendor Management System (TVMS) section of the WFMS. Required data includes information on training status, such as the actual start/end date, attendance/non-attendance, drop, withdrawal, training progress, credential attainment and placement information. All fields must be completed accurately. The WFMS will not allow backdating of certain fields (e.g.; estimated and/or actual dates). The Training Vendor must have verifiable documentation to support all data entered into the WFMS, including, but not limited to, modifications to the training program end date/completion date. All extensions must be submitted and approved by CSSF Headquarters staff. The documentation must be retained in accordance with Article 37, Records Retention of the Agreement.

The Training Vendor shall inform the SFWIB authorized representative of a participant's drop/withdrawal date from a training program **within five (5) business days** of the occurrence, and must close the training in the WFMS.

H. RECONCILIATION

The Training Vendor shall cooperate with the SFWIB and the SFWIB's authorized representatives in the reconciliation of discrepant participant training related data. The Training Vendor shall enter participant training performance data into the Reconciliation Tool section of the WFMS and communicate with the SFWIB and the SFWIB authorized representatives to verify the accuracy of the data. All required fields must be reconciled on a monthly basis.

The Training Vendors shall review and update participant-training data from the 1st day up to and including the 10th of each month. A WFMS Reconciliation Tool-generated Training Discrepancy Report is available on the 11th of each month, at which time the Training Vendor shall review, update, and correct all training and placement discrepant data indicated in the report within five (5) days. Training Vendors who fail to review and reconcile by the 16th of each month shall be barred from receiving an ITA for new participants. Placement Data must match the data entered into the Employ Miami-Dade System by the SFWIB or the SFWIB's authorized representatives.

Failure to correct discrepant data within the time allotted (by the 16th of each month) shall result in the Training Vendor being barred from receiving an ITA for new participants from the SFWIB and the authorized SFWIB representative(s); and the SFWIB and the authorized SFWIB representative(s) shall be barred from enrolling new participants into any of the Training Vendor's training program.

Once in compliance with the reconciliation requirements, privileges to receive and enroll new participants will be wholly restored to the Training Vendor, the SFWIB, and an SFWIB authorized representative(s).

I. PARTICIPANT REFERRAL AND RECRUITMENT

Participants referred to training services by the SFWIB or an SFWIB authorized representative may only enroll in SFWIB approved training programs. The Training Vendor shall not enroll any participant in training without an ITA from the SFWIB or an SFWIB authorized representative.

In compliance with CareerSource Florida's Administrative Policy #90, the use of unlawful remuneration to the participant in return for attending a Training Vendor's institution is **strictly prohibited**. Unlawful remuneration does not include student financial aid assistance programs.

J. QUALITY OF TRAINING

The Training Vendor agrees and understands that the performance of training services shall conform to the highest professional standards including, but not limited to, the following requirements:

1. Instructors/trainers, counselors and other professional and paraprofessional staff shall be properly certified, if required by the state of Florida Department of Education and other agencies, and be qualified to perform their duties. The SFWIB, at its sole discretion, shall reserve the right to review and approve staff qualifications and certifications.
2. Equipment and assets shall always be maintained and in good working condition.

K. LANGUAGE REQUIREMENT

The Training Vendor is required to conduct all training in the English language in those occupations/programs where licensing and certification examinations are only offered in the English language. This requirement is to ensure that SFWIB participants are able to comprehend the licensing and certification examinations.

L. PELL GRANT AND OTHER FINANCIAL AID

All SFWIB participants requesting an ITA are required to apply for the Pell Grant (Title IV) prior to enrolling in training by completing the Free Application for Federal Student Aid (FAFSA) form. If the Training Vendor or the Training Vendor's program is not Title IV eligible, the participant must provide a printout from the FAFSA system evidencing the school or program is not listed in the FAFSA system, therefore the participant is unable to complete the FAFSA form.

SFWIB participants enrolling in a PELL eligible training program must provide the Expected Family Contribution (EFC) number and the Pell award amount at the time of enrollment. In the case where the Pell award changes from the amount stipulated in the original award letter, the previously approved ITA amount paid by the SFWIB cannot be adjusted. In the case where the Pell award is in excess of the ITA voucher amount used when the SFWIB participant enrolled, the Training Vendor shall reimburse the SFWIB the difference within ten (10) days of the occurrence.

The Training Vendor shall ensure that each participant is aware of all requirements for financial aid. If a Pell eligible SFWIB participant's ITA and Pell Grant do not cover the full cost of the program, the Training Vendor shall advise the participant that he/she may be required to obtain a student loan, grants, and/or other financial aid to cover the cost of the program. An acknowledgement form stating the same shall be signed by the participant and kept on file.

In cases where an SFWIB participant is not Pell eligible, or the school or program is not Title IV eligible, it shall be the sole responsibility of the SFWIB participant to obtain student loans and/or other financial aid to cover the cost of the training program not covered by the ITA amount.

The Training Vendor is hereby advised that the SFWIB shall not be responsible for any debts incurred by the participant for student loans or other financial aid. Any outstanding balances for training not covered by the ITA shall be the sole responsibility of the participant.

The Training Vendor agrees to provide the SFWIB or the SFWIB authorized representative with written documentation regarding other financial aid received by each participant. The documentation shall include, at a minimum, the notice of award with the participant's name, the last four digits of the participant's social security number, the participant's student identification number that lists each type of financial aid received, the amounts (if known), and the source of the funds.

M. DUPLICATION OF PAYMENT

The Training Vendor shall reimburse the SFWIB for any duplicate payments. Additionally, the SFWIB reserves the right to withhold payments requested by the Training Vendor to offset duplicate payments.

N. REFUND

The SFWIB **Standardized Refund Policy (Attachment 2)** provides Training Vendors with a uniform approach for the disbursement of refunds to the SFWIB. Where the *Standardized Refund Policy conflicts with the ITA Policy*, the **ITA Policy (Attachment 1) is controlling**.

O. PERFORMANCE REQUIREMENTS

In accordance with federal law, the SFWIB monitors the performance of its Training Vendors. The Training Vendor shall annually submit to the SFWIB Office of Continuous Improvement (OCI) verifiable program-specific performance information demonstrating it meets a minimum of three of the following five SFWIB performance measures, relevant to each training program offered. Two of the three performance measures must be the Placement after Training and Post-Secondary Credential Attainment Rate Standard. The table below outlines the performance measure requirements:

Performance Measure	Performance Standard
Completion Rate	70%
Placement After Training	75%
Training-Related Placement	75%
Post-Secondary Credential Attainment	70%
Economic Benefit Per Placement	Quadrant Benchmark as show in the table below.

1. Completion Rate – a measure that examines the percentage of participants who successfully complete training in an approved SFWIB program.
2. Placement after Training – a measure that examines those SFWIB participants who completed training and have been placed in unsubsidized employment within 180 days of training completion.
3. Training-Related Placement – a measure that examines those SFWIB participants who have a training outcome and obtained unsubsidized employment in a training-related occupation within 180 days of the outcome. All Training Related Placements must have a wage rate at or above the training program’s Quadrant Benchmark.
4. Post-Secondary Credential Attainment Rate – a measure that examines those SFWIB participants who, during a program year, obtain a recognized postsecondary credential, or a secondary school diploma or its recognized equivalent during participation in or within one (1) year after exit from the training program or who are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains toward such a credential or employment.
5. Economic Benefit per Placement – a measure that examines the percentage of the return on investment per approved training program for each participant placed.

The approved program must meet and/or exceed the standard economic benefit per placement by quadrant as shown in the table below:

Economic Benefit Per Placement	Quadrant
Low Growth / Low Wage	\$14,785
High Growth / Low Wage	\$12,493
Low Growth / High Wage	\$31,542
High Growth / High Wage	\$29,201

Following the OCI performance audit, programs neither meeting nor exceeding a **minimum of three** of the performance measures will be removed from the following program year’s approved offerings.

Subsequent (Continued) Eligibility Criteria

The Reimagining Education and Career Help (REACH) Act requires existing approved programs meet the minimum three performance measures below to be approved for subsequent (continued) eligibility to remain on the SFWIB Eligible Training Provider List (ETPL). A program must have a minimum five (5) participants to determine performance success. Training programs with fewer than five (5) participants shall remain on the ETPL until there is sufficient data to determine performance outcomes. The minimum criteria a program shall achieve for completion, earnings, and employment rates of eligible participants to may remain on the ETPL is as follows:

Performance Measures	Performance Standards
Completion Rate	70%
Employment Rate	75%
Income Earnings	Equivalent to or above the state's minimum wage in a calendar quarter

Apprenticeship programs are not required to meet the aforementioned performance measures standards.

P. CONSUMER REPORTING REQUIREMENTS

As a requirement of this agreement, the Training Vendor shall report participant performance data for each SFWIB approved training program to the Florida Education & Training Placement Information Program (FETPIP) pursuant to section 1008.39, Florida Statutes. The FETPIP is, a data collection and consumer reporting system to provide follow-up data on former students and program participants who have graduated, exited or completed a public education or training program within the State of Florida. It is the **sole responsibility** of the Training Vendor to contact the appropriate licensing agency, (i.e. Florida Department of Education) and arrange for data to be collected through the FETPIP.

Training Vendors providing secondary training, education or skills must maintain the appropriate regional accreditation as a secondary public or private school district.

Reporting Data for Training Programs

The SFWIB tracks outcomes associated with each ITA voucher and shall conduct an annual review to assess the performance of the Training Vendor utilizing information reported in the FETPIP and the WFMS. Annual reports submitted by the Training Vendor to the appropriate State and accreditation agencies may also be used to assess performance. The Training Vendor is required to maintain performance information on each SFWIB-approved program that is offered.

The Training Vendor shall enter data on each SFWIB participant in the WFMS using the TVMS (as set forth in **Section G - Workforce Management System**). The SFWIB shall generate and review reports based upon the information that is entered by the Training Vendor into the WFMS.

In general, the FETPIP data is not updated timely; therefore does not reflect the most current information, or capture all data on graduates of the programs offered by the Training Vendor. The Training Vendor shall maintain placement data and/or ensure that specific training program outcomes for SFWIB-funded participants are available and accessible. At a minimum, this data shall include the following:

1. Number of individuals enrolled in the training program,
2. Number and percentage of individuals who completed the applicable program,
3. Number and percentage of individuals who are placed in unsubsidized employment,
4. Number and percentage of training-related placements, and
5. Where appropriate, the rates of licensure or certification, attainment of academic degrees or equivalent, or attainment of other measures of skills for graduates of the applicable training programs.

Training Vendors that provide inaccurate information related to performance data, cost data, and/or fail to comply with the SFWIB's procedures and requests for information may be removed from the eligible Training Vendor List and shall be liable for repayment of all funds received during the period of non-compliance.

Reporting Data for non-WIOA Program Participants

In addition to the data that must be provided on WIOA participants being served by approved programs of study on the

SFWIB ETPL, in accordance with WIOA section 116(d)(4)(a), 20 CFR 677.230(a) and Training and Employment Guidance Letter (TEGL) 03-18, Training Vendors shall provide data on all non-WIOA individuals being served in an approved program of study, regardless of WIOA participation. The primary indicators of performance, using the ETA-9171 report tools, shall at a minimum include the following data:

1. Number of individuals served,
2. Number of exited (includes students who completed, withdrew or transferred out of the program),
3. Number who completed the program,
4. Number of exiters employed in the 2nd quarter after exit,
5. Number of exiters employed in the 4th quarter after exit,
6. Median earnings of exiters in the 2nd quarter after exit,
7. Number of exiters who attained a credential during participation or within
8. one year after exit,
9. Average earnings in the 2nd quarter after exit, and
10. Average earnings in the 4th quarter after exit.

Registered apprenticeships are not required to follow the performance reporting requirements that apply to other eligible training providers.

Q. COMPLIANCE WITH CAREERSOURCE FLORIDA POLICY

The Training Vendor shall comply with CareerSource Florida's Administrative Policy #90 regarding WIOA Eligible Provider Training List and shall be subject to the Enforcement provisions set forth therein and listed below:

1. Supplying Inaccurate Information

Upon a determination that a Training Vendor, or an individual providing information on behalf of the Training Vendor, violated this agreement or federal WIOA (or title I of the Workforce Investment Act of 1998, as in effect on the day before such date of enactment of WIOA), state laws and regulations or SFWIB Policies and Procedures by supplying inaccurate information, the eligibility of such Training Vendor to receive SFWIB funds under this agreement shall be terminated for a period of time that is not less than two (2) years and the Training Vendor's program(s) shall be removed from the SFWIB approved Eligible Training Vendor List for the same length of time. Additionally, the Training Vendor shall be liable for repayment of all funds received during the period of non-compliance. The Training Vendor may be excused if the supplying of inaccurate information was unintentional; however the burden of proof of said defense is upon the Training Vendor.

2. Substantial Violation

Upon a determination that a Training Vendor's programs substantially violated a requirement or requirements under federal WIOA (or title I of the Workforce Investment Act of 1998, as in effect on the day before such date of enactment of WIOA), state laws and regulations or SFWIB Policies and Procedures, the eligibility of such Training Vendors to receive funds under this agreement and chapter 3 (as stated in section 122(f)(1)(B), WIOA) for the program involved, shall be terminated for a period of not less than two years and the Training Provider's program shall be removed from the Eligible Training Providers List (ETPL) for the same length of time. "Substantial Violation" may be construed to be one or more egregious violations in a short period of time or numerous minor violations over a longer period of time.

3. Removal

A Training Vendor or its programs may be removed for failing to comply with this agreement, WIOA, state of Florida and/or the SFWIB requirements, or when the training program is no longer needed or desired, or for cause. "For cause" shall include, but not be limited to, engaging in fraud or other criminal acts, incapacity, unfitness, neglect, incompetence, irresponsibility, misfeasance, malfeasance, nonfeasance or lack of performance.

4. Unlawful Remuneration

A Training Vendor's offer of unlawful remuneration to attract participants shall result in the eligibility of such provider to receive funds under chapter 3 (as stated in section 122(f)(1)(B), WIOA) for the program involved to be terminated for a period of not less than two years and the training vendor's program shall be removed from the SFWIB ETPL for the same length of time.

5. Repayment

A Training Vendor whose eligibility is terminated under paragraph Q (1), (2) and/or (3) shall be liable for the repayment of funds received under Chapter 5 of subtitle B of Title I of the Workforce Investment Act of 1998; as in effect on the day before such date of enactment, or "chapter 3 of this subtitle" (as stated in section 122(f)(1)(C), WIOA) during the period of violation described in such subparagraph.

6. "Continued Eligibility" Status May Be Removed

A "Continued Eligibility" Training Vendor whose eligibility is terminated under paragraph (1), (2) (3) or (4) may, at the sole discretion of the SFWIB, lose its status as an SFWIB "Continued Eligibility" Training Vendor and may be required to reapply as an "Initial Eligibility" Training Vendor before being allowed to provide training services.

7. Construction

The above subsections Q (1-6) shall be construed to provide remedies and penalties that supplement, but shall not supplant, civil and criminal remedies and penalties specified in other provisions of law and Article 19 "Breach of Agreement" and Article 20 "Breach of Agreement: SFWIB's Remedies" of the SFWIB's Agreement with Training Vendor.

R. TIME AND ATTENDANCE RECORDS

The Training Vendor shall maintain **original time and attendance records** for SFWIB participants enrolled under this agreement and shall provide a copy of these records to the SFWIB authorized representative as required by the funding stream. The Training Vendor shall also identify the course hours required for each training program and furnish that information to the SFWIB authorized representative.

S. DISALLOWED COSTS

The Training Vendor shall be liable for any disallowed costs which may result from discrepancies discovered via monitoring, reviews, and/or audits conducted by the SFWIB, the state of Florida, and the U. S. Department of Labor or its authorized representative.

SFWIB INDIVIDUAL TRAINING ACCOUNT (ITA) POLICY

I. OF INTEREST TO

The Individual Training Account (ITA) Policy should be of interest to members of the South Florida Workforce Investment Board (SFWIB), Workforce Development Area (WDA) 23 (Miami-Dade and Monroe Counties) CareerSource center contractors (Service Providers), Training Vendors, WDA 23 jobseekers, and SFWIB staff.

II. Subject

Training utilizing Individual Training Accounts (ITAs)

III. Purpose

The purpose of the ITA Policy is to provide all SFWIB stakeholders with uniform guidelines regarding the use of training funds to pay for approved training programs and to determine subsequent program eligibility.

IV. Background

An ITA is the vehicle through which the SFWIB expends training dollars. An ITA may be used to pay for or help defray the cost of training by an approved SFWIB Training Vendor. An ITA may also be used to provide training in an occupation clearly linked to a priority industry that is in local demand or appears on the WDA 23 Targeted Occupations List (TOL). Individual training accounts are available to customers eligible for WIOA Adult, Dislocated Worker, Youth and Welfare Transition programs; however, it should be noted that an ITA is neither an entitlement nor a right.

V. STATUTORY AUTHORITIES

Workforce Innovation and Opportunity Act (WIOA) of 2014, Public Law 113-128

Florida Statutes, Title XXXI, Chapter 445 – Workforce Services, State of Florida Workforce Innovation Act of 2000

VI. DEFINITIONS

1. **Actual Start Date:** the date that the participant commences classes.
2. **Approved Training Program:** a SFWIB-Approved occupational training program, including online training linked to occupational and program titles seen on WDA 23's current Targeted Occupations List.
3. **Assessment:** the process by which Career Center staff evaluates eligible participants before they enroll in a training program.

4. Classification of Instructional Program (CIP) Code: designed by the U.S. Department of Education's National Center for Education Statistics (NCES), the 10-digit CIP code provides a taxonomic scheme that supports the accurate tracking, assessment and reporting of fields of study and program completions activity.
5. Completion: the total number of classroom hours or competencies required for a participant's attainment of a certificate or degree.
6. Credential: a formalized recognition (i.e., certificate, certification, degree) of an individual's attainment of measurable technical or occupational skills necessary to obtain employment or advance within an occupation. The technical or occupational skills are generally based on standards developed and/or endorsed by employers. A credential can be stacked with other credentials as part of a sequence to move an individual along a career pathway or up a career ladder. A "work readiness" certificate is not included in this definition as it does not document measurable technical or occupational skills necessary to gain employment or advance within an occupation.
7. Credential Attainment: a participant's attainment of a certificate or degree issued by the State of Florida and/or competencies required for a specific job or occupational group at the conclusion of a course of study.
8. Economic Benefit per Placement: the return on investment per approved training program for each participant placed.
9. Employ Florida (EF): the State of Florida's system for tracking Federal performance on participants enrolled in an Individual Training Account. The tool is another component of the Employ Florida network of workforce services and resources. It is a powerful online tool specifically designed to help connect employers and job seekers.
10. Individual Employment Plan (IEP): is an individualized career service under the WIOA that is developed jointly by the participant and career planner when determined appropriate by the career center or career center operator. The plan is an ongoing strategy to identify employment goals, achievement objectives, and an appropriate combination of services for the participant to achieve the employment goals. As part of the IEP process, participants are provided with information regarding eligible providers of training services and career pathways to attain career objectives.
11. Individual Training Account (ITA): is a scholarship in the form of a voucher that covers training costs (i.e., tuition, fees, books, required materials and supplies) for eligible adult or dislocated workers in need of training services in order to secure employment. The scholarship pays for enrollment in an SFWIB approved training program.
12. ITA Maximum Amount: the maximum dollar amount that can be paid for each SFWIB approved program.

13. ITA Voucher: the system-generated instrument used to pay for SFWIB approved training programs. The instrument is only valid if it contains all required signatures (i.e., participant, career advisor and supervisor).
14. Labor Market Information (LMI): the Florida Department of Economic Opportunity's Labor Market Statistics Center produces, analyzes, and delivers timely and reliable labor statistics information to improve economic decision-making. Information regarding economic indicators, salaries, high and low demand occupations, occupational and demographic data, and more on Florida and more specifically local areas may be obtained. Additional information may be accessed through the U.S. Bureau of Labor Statistics.
15. Occupational Information Network (O*NET): is a Standard Occupational Classification (SOC) based system, accessed as a free online database that contains hundreds of occupational definitions to help students, job seekers, workforce development and human resources professionals, researchers, and others to understand today's world of work in the United States.
16. Occupational Training Area: program titles linked to occupational titles below Bachelor's Degree level listed on the Standard Occupational Classification (SOC) to Classification of Instructional Program (CIP) Crosswalk.
17. Pell Grant: the federal grant available to eligible participants for training program costs, in whole or part.
18. Performance Measures/Standards: a set of Federal, State and local standards for determining a Training Vendor's compliance with completion and placement requirements.
19. Placements: the number of participants that obtain unsubsidized employment following completion of a training program.
20. Quadrant Benchmark: the linkage of an educational program to one of four quadrant categories: High Growth/High Wage (HG/HW), Low Growth/High Wage (LG/HW), High Growth/Low Wage (HG/LW), and Low Growth/Low Wage (LG/LW). The maximum dollar amount allocated for each occupational training area is a direct correlation of the four listed categories.
21. Recognized Postsecondary Credential: an award that requires completion of an organized program of study at the post-secondary level bestowed by an accredited educational institution, an industry recognized association, or an occupational association or professional society. The credential is awarded in recognition of an individual's attainment of measurable technical or industry/occupational skills necessary to obtain employment or advance within an industry/occupation. The types of credentials includes educational diploma, certificate or certification (typically for one academic year or less of study); an associate (2-year) or baccalaureate (4-year) degree;

registered apprenticeship certificate of completion; a license (typically awarded/recognized by the State involved or Federal Government); and industry-recognized or professional association certificate or certification (also known as personnel certifications); and other skill certificates for specific skill sets or competencies within one or more industries or occupations. Work readiness certificates or those awarded by workforce development boards are not part of this definition because neither type of certificate documents the measureable technical or industry/occupational skills necessary to gain employment or advance within an occupation. Similarly, such certificates must recognize technology or industry/occupational skills for the specific industry/occupation rather than general skills related to safety, hygiene, etc., even if such general skills certificates are broadly required to qualify for entry-level employment or advancement in employment.

22. Stackable Credential: a credential that is part of a sequence of credentials that can be accumulated over time to build an individual's qualifications and help them move along a career path or up a career ladder to different and potentially higher-paying jobs.
23. Standard Occupational Classification (SOC) System: a system used by Federal statistical agencies to classify workers into occupational categories for the purpose of collecting, calculating, or disseminating data. This system of occupational code assignments assists users of the information relate a job title or occupational specialty to a six-digit Occupational Information Network (O*NET) SOC occupation.
24. Workforce Management System (WFMS) formerly the Service Account Management System (SAMS): the system for tracking participants' training-related information, i.e., expenditures and performance data.
25. Targeted Industries: industries determined by the SFWIB as a priority for occupational training; currently, those industries are Aviation; Creative Design; Hospitality & Tourism; Information Technology Banking & Finance; Life Science & Healthcare; and Trade & Logistic.
26. Targeted Occupations List (TOL): a State-compiled list of occupations that Local Workforce Development Boards may offer training in.
27. Training-Related Placement: the number of participants that obtain unsubsidized employment in an occupational area relevant to the training program completed.

VII. Assessment

CareerSource center staff is required to individually assess eligible participants for training **prior** to the issuance of an ITA voucher. The assessment process consists of examining a participant's academic and employment background as well as developing an Individual Employment Plan (IEP) which includes short- and long-term career interests. The intent of this process is to assist the participant in selecting a training program in which he/she is likely to succeed, and ultimately contribute to the achievement of economic self-sufficiency.

VIII. Individual Training Account Fee Structure

A. ITA Cost

Training Vendors are required to submit program cost modifications with supporting documentation to SFWIB staff, **no later than April 1st** of the current Program Year (PY) for the next PY. Program cost modifications may include, but are not limited to tuition, the cost of the credential(s) and the projected time frame of credential attainment. The information is used to update the program cost seen on the SFWIB website and in the WFMS. The maximum ITA amount for each program year is derived from the program cost information submitted by public education training vendors.

Specifically, the ITA limit per public school training program is set at 100% of the public institutions' submitted cost information. Where there is no approved public education institution comparable program, the cost of the approved private training vendor's program will be based on the previous program year's maximum ITA amount, a Florida public education institution's comparable program, and within the applicable quadrant benchmark category.

B. Individual Training Account Cap

The maximum cap for the ITA is **\$10,000**.

C. ITA Amount for Occupational Training Areas

The ITA amount for each occupational training area is based on whether the occupation is identified as High Wage/High Growth, High Wage/Low Growth, Low Wage/High Growth, and Low Wage/Low Growth.

The maximum ITA amounts are divided into the four/quadrant categories as follows:

- Occupations identified as High Growth/High Wage **up to and including \$10,000**.
- Occupations identified as Low Growth/High Wage **up to and including \$7,500**.
- Occupations identified as High Growth/Low Wage **up to and including \$5,000**.
- Occupations identified as Low Growth/Low Wage **up to and including \$2,500**.

The formula to determine an occupation's quadrant category is based on the State of Florida's LMI data for the fastest growing occupations within WDA 23 by the growth and salary rates. Annually, the average growth and average salary rates are determined for the identified occupations, sorted by the growth rate and average salary, and placed in the appropriate category.

D. ITA Voucher

A voucher will be issued covering up to and including 50 percent of the maximum approved ITA amount. The actual start date must be entered in the WFMS and the participant must attend class for 14 days after the actual start date of training before the voucher can be submitted for payment. The 14-day period begins when the participant's information is entered in the WFMS, such as actual start date and length of program.

Upon the participant's completion of up to and including 50 percent of the training program, a voucher will be issued for the remaining maximum ITA amount. **Note:** payment of the remaining amount is contingent upon the training provider's submission of documentation evidencing the participant's attendance records to the applicable service provider.

All vouchers must be issued within the same Program Year in which the service(s) was/were rendered.

Please refer to the SFWIB Performance Reporting Requirements Policy & Procedures for more information.

IX. Duration of Training for Individual Training Accounts

Individual Training Accounts can only be used to cover the cost of **up to and including** one year of training. This is a lifetime limit.

Exception: Programs identified by the SFWIB as targeted industries are exempt from the one-year limitation.

If the SFWIB participant's training cost is covered by another funding source, for example Pell Grants or scholarships, of the maximum ITA amount approved only **up to and including** \$2,000 may be issued via voucher to offset the costs of books, certification examination/testing fees, etc., for up **to and including** one year of training.

Note: the \$2,000 is included within the approved maximum ITA amount.

SFWIB participants who elect a training program that is longer than one year (i.e., an Associate in Science (A.S.) degree program) will be responsible for all training costs beyond the one year covered by the ITA.

Associate of Arts (A.A. Degree) and Bachelor Degree programs are not covered by ITAs, except when the SFWIB determines there is a training program that demonstrates effectiveness to serve targeted populations.

X. Financial Aid

A. Pell Grants

All SFWIB participants requesting an ITA are required to apply for the Pell Grant (Pell or Title IV) prior to enrolling in training by completing the Free Application for Federal Student Aid (FAFSA). The Expected Family Contribution (EFC) number and the Pell Award amount must be provided at time of enrollment. Documentation evidencing the participant applied for the PELL grant must be obtained by the training vendor and a copy provided to the service provider to be maintained in the participant's file.

In the case where the Pell award changes from the amount stipulated in the original award letter, the previously approved ITA amount paid by the SFWIB cannot be adjusted.

In the case where the Pell award is in excess of the ITA voucher amount used when the SFWIB participant enrolled, the Training Vendor must reimburse the SFWIB the difference within 10 days of the occurrence.

B. Other Financial Aid/Student Loans

SFWIB participants who are eligible for a Pell Grant that elect to attend training programs, may be required to obtain student loans, grants and/or other financial aid to cover the cost of the program in which they wish to enroll if the ITA amount and the Pell Grant do not cover the full cost of the program. An acknowledgement form stating the same must be signed by the participant and maintained in their file.

If the SFWIB participant is not Pell eligible, or the school or program is not Title IV eligible, the SFWIB participant is required to obtain student loans, grants and/or other financial aid to cover the cost of the program not covered by the ITA amount. The SFWIB will not be responsible for any debts incurred by an SFWIB participant. Any outstanding balances for training not covered by the ITA shall be the sole responsibility of the participant.

The Training Vendor must provide the SFWIB or the SFWIB authorized representative with written documentation regarding other financial aid received by each participant. The documentation shall include, at a minimum, the notice of award with the participant's name, the last four digits of the social security number, student identification number that lists each type of financial aid received, the amounts (if known), and the source of the funds.

XI. Duplication of Payment

The Training Vendor shall reimburse the SFWIB for any duplicate payments. Additionally, the SFWIB reserves the right to withhold payments requested by the Training Vendor to offset duplicate payments.

XII. Limitations

- 1) Only one training program per SFWIB participant can be paid through the ITA; participants are limited to one lifetime ITA. **Exception:** Programs identified by the SFWIB as targeted industries are exempt from the one-year limitation.
- 2) The SFWIB participant must enroll in school half-time or full-time as defined by the Training Vendor.
- 3) The ITA can only be used for courses that are specifically required for the program of study.
- 4) The SFWIB will only pay once for each required class in an approved training program. The SFWIB will not pay for re-takes. This one-time payment includes remedial courses.
- 5) The SFWIB will only pay once for each required certification examination.

- 6) The Training Vendor is required to conduct all training in the English language in those occupations/programs where licensing and certification examinations are only offered in the English language. This requirement seeks to ensure that SFWIB participants are trained in the same language that they will be tested and able to comprehend the licensing and certification examinations. Associate of Arts (A.A. Degree) and Bachelor Degree programs are not covered by the Individual Training Account, unless as specified under Section IX, Duration of Training for Individual Training Accounts: Exception.
- 7) Individual Training Account (ITA) funds may not be utilized to pay for Microsoft Office Suite (MOS) training; or other training programs that integrate 30 percent or more of MOS training as part of a program's course offerings.

XIII. Workforce Management System (WFMS)

Approved SFWIB Training Vendors shall utilize the SFWIB WFMS Training Reconciliation module to submit information on training status (drop, withdrawals, Pell information, etc.), attendance, training progress, placement, credential attainment information, and performance data on a regular basis. The Training Vendor is required to provide credential information to the Service Provider and any follow-up data.

Service Provider case managers shall track SFWIB participants' training performance through WFMS.

Please refer to the SFWIB Performance Reporting Requirements Policy & Procedures for more information on the responsibilities of Training Vendors and Service Providers relevant to WFMS data reconciliation.

XIV. Performance Measures

Training Vendors who agree to accept an ITA from the SFWIB are required to meet a minimum of three of the following five SFWIB performance measures relevant to each training program offered. Two of the three performance measures must be the Placement after Training and Postsecondary Credential Attainment Rate standard. The table below outlines the performance measure requirements.

Performance Measure	Performance Standard
Completion Rate	70%
Placement After Training	70%
Training-Related Placement	70%
Postsecondary Credential Attainment Rate	70%
Economic Benefit Per Placement	Quadrant Benchmark
Low Growth / Low Wage	\$14,785
High Growth / Low Wage	\$12,493
Low Growth / High Wage	\$31,542
High Growth / High Wage	\$29,201

A. Completion Rate

This measure examines the percentage of participants who successfully complete training in an approved SFWIB program.

B. Placement after Training

This measure examines those SFWIB participants who completed training and have been placed in unsubsidized employment within **180** days of training completion.

C. Training-Related Placements

This measure examines those SFWIB participants who have a training outcome and obtained unsubsidized employment in a training-related occupation within **180** days of the outcome. All Training Related Placements must have a wage rate at or above the training program's Quadrant Benchmark.

D. Postsecondary Credential Attainment Rate

A measure that examines SFWIB participants who, during a program year, obtain a recognized postsecondary credential, or a secondary school diploma or its recognized equivalent during participation in or within one year after exit from a training program; or who are in an education or training program that leads to a recognized postsecondary credential or employment and are achieving measurable skill gains toward such a credential or employment within one year after exit from the program.

E. Economic Benefit per Placement

This measure examines the percentage of the return on investment per approved training program for each participant placed. **The approved program must meet and/or exceed the standard economic benefit per placement by quadrant.**

F. Subsequent Eligibility

Training vendors seeking to have an approved training program considered for renewal, must meet or exceed a minimum of three of the performance measures, of which, two must be the Placement After Training and Post-Secondary Credential Attainment Rate. A training program must have 12 months of continuous performance to review for a reporting period; otherwise the program will be removed. The program will not be considered for renewal for a minimum of one year from the date of removal.

Programs neither meeting nor exceeding a minimum of two of the required measures will be removed from the list of SFWIB approved offerings. Training vendors must resubmit the removed program for programmatic review and SFWIB approval a minimum of one year from the date of removal in order to have the program returned to the list of approved offerings.

XV. Roles and Responsibility

Training Vendors and Service Providers are required to input data relevant to each of the above measures into the Training Reconciliation Module of the WFMS. Additionally, Service Providers are required to input wage data per placement into the WFMS. Supporting documentation for



each system entry must be readily available to the SFWIB for review. Please refer to the SFWIB Performance Reporting Requirements Policy and Procedures for additional information.

XVI. Exceptions

Exceptions to this policy, or any part thereof, must be approved in writing by the SFWIB Executive Director.

SFWIB STANDARDIZED REFUND POLICY

The Training Vendor shall follow the refund procedures set forth herein for SFWIB participants enrolled in the Training Vendor's training program(s):

A. REFUND TYPES

1. PRO-RATED REFUND

The following applies to Training Vendors currently using a pro-rata refund formula:

- a) The Training Vendor shall refund to the SFWIB all monies received from the SFWIB for SFWIB participants who withdraw from a training program within three (3) business days of signing the Training Vendor's enrollment contract.
- b) The Training Vendor shall refund to the SFWIB all monies received from the SFWIB, with the **exception of the registration fee**, for participants who withdraw from a training program after the third (3rd) business day of signing the Training Vendor's enrollment contract, **prior to the first day of classes**.
- c) Where withdrawal occurs after classes have commenced, but prior to completion of fifty percent (50%) of the training, a pro-rated tuition refund, **less the registration fee** shall be computed based on the following:
 - i. Where the period of enrollment is computed based on the number of clocked program hours elapsed, the pro-rated tuition refund is computed based on the total number of actual hours completed as compared to the number of program hours.
 - ii. Where the SFWIB pays for training per term, quarter or semester, the pro-rated tuition refund is computed based on the number of hours completed per term, quarter or semester as compared to the total hours per term, quarter or semester.
 - iii. The Training Vendor shall follow the guidelines listed below when calculating a refund due to the SFWIB:

Percentage of Program	
Tuition Refund %Completion	Due to SFWIB
1 to 10%	99 - 90%
11 to 20%	89 - 80%
21 to 30%	79 - 70%
31 to 40%	69 - 60%
41 to 50%	59 - 50%
Over 50%	0%

- iv. Should the participant complete more than 50% of a training program, the Training Vendor shall not be required to provide a refund to the SFWIB, unless the school's accreditation Board specifies that a refund may be granted in cases where the completion is greater than 50%.

2. ADD/DROP REFUNDS

The following applied to Training Vendors currently using the add/drop formula:

- a) Where a SFWIB participant withdraws from training within three (3) business days of signing the Training Vendor's enrollment contract, the Training Vendor shall refund all monies paid by the SFWIB with the exception of the registration fee.
- b) Where a SFWIB participant withdraws from training after the third (3rd) business day of signing the Training Vendor's enrollment contract, but prior to the first day of class, the training vendor shall refund all monies paid by the SFWIB with the **exception of the registration fee.**
- c) Where a SFWIB participant withdraws from training on or before the first week of class' posted drop/add period, the training vendor will refund 100% of tuition paid by the SFWIB. This does not include the registration fee.
- d) Where a SFWIB participant withdraws after the posted drop/add period, there is no refund due to SFWIB.
- e) Where a SFWIB participant is withdrawn from a class due to a class cancellation, the SFWIB is entitled to a full refund.

B. REFUND PROCESS

1. TERMINATION DATE

The last date of actual attendance by a participant shall be used to compute refunds.

- 2. The Training Vendor shall enter the withdrawal date into **the Workforce Management System** within five (5) days of the SFWIB participant's termination from training for the refund calculation.
- 3. The Training Vendor shall notify the SFWIB participant's CareerSource South Florida center's career advisor in writing within five (5) business days that the participant has been terminated/withdrawn from the school, and whether a refund is or is not due to the SFWIB. The training vendor shall complete the system generated drop/withdrawal form, indicate the reason for the drop/withdrawal, and provide the refund calculation (reference Attachment 1-A, Electronic Drop/Withdrawal Form).
- 4. All refunds shall be submitted to SFWIB within thirty (30) days of the effective date of termination or withdrawal.

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Note: ITAs are issued in accord with the SFWIB ITA Policy; the initial ITA may cover up to and including 50 percent of the program's maximum ITA amount; the subsequent ITA is issued upon the participant's arrival at the midpoint of the training program's life and may cover up to and including the remaining 50 percent of the program's maximum ITA amount. **Pell Grants:** All participants are required to apply for the Pell Grant and if Pell eligible and the program is a Pell eligible program, then the Pell Grant must be deducted from the total ITA amount. ITAs only cover up to one year of training and neither A.A. nor Bachelor degrees are covered by ITAs. **Tuition Refunds:** For guidance on issuing refunds, refer to the SFWIB Standardized Refund Policy. **Notice:** Case Managers shall advise participants that they may be required to obtain student loans and/or other grants to cover the cost of the program that they wish to enroll in if the ITA amount and the Pell Grant, if eligible for Pell, does not cover the full cost of the program. **SFWIB will not be responsible for any debts that the participants incur.**

Program Offered	Course Length (Estimated Months)	Tuition Cost	App Reg Fees	Special Course Fees	Student Fees	Books	Materials	Uniforms	Tools	Testing Fees	Certification Fees	Licensing Fees	Other Fees/Costs	Total Program Costs	Maximum ITA Amount
Carpentry	800 0 0	48	\$0.00	\$30.00	\$0.00	\$797.25	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$827.25	\$827.25
CIP: 0 License/ Certification: Y Pell Eligible: N															
Locations: The College of the Florida Keys - Main Campus 2019 - 2020 TOL: 47-2031.00 Carpenters															
The College of the Florida Keys-Middle Keys Center															
The College of the Florida Kyes-Upper Keys Center															
Electrician	800 0 0	48	\$0.00	\$30.00	\$0.00	\$797.25	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$827.25	\$827.25
CIP: 0 License/ Certification: Y Pell Eligible: N															
Locations: The College of the Florida Keys - Main Campus 2019 - 2020 TOL: 47-2111.00 Electricians															
The College of the Florida Keys-Middle Keys Center															
The College of the Florida Kyes-Upper Keys Center															
Heating & Air-conditioning Installer-Servicer	800 0 0	48	\$0.00	\$30.00	\$0.00	\$797.25	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$827.25	\$827.25
CIP: 0 License/ Certification: Y Pell Eligible: N															
Locations: The College of the Florida Keys - Main Campus 2019 - 2020 TOL: 49-9021.00 Heating, Air Conditioning, and Refrigeration Mechanics and Installers															
The College of the Florida Keys-Middle Keys Center															
The College of the Florida Kyes-Upper Keys Center															

The College of the Florida Keys

Program Offered	Clock Hours	Credit Hours	Course Length (Estimated Months)	Tuition Cost	App Reg Fees	Special Course Fees	Student Fees	Books	Materials	Uniforms	Tools	Testing Fees	Certification Fees	Licensing Fees	Other Fees/Costs	Total Program Costs	Maximum TA Amount
Plumber	800	0	45	\$0.00	\$30.00	\$0.00	\$0.00	\$797.25	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$827.25	\$827.25

CIP-0 License/ Certification: Y Pell Eligible: N

Locations: The College of the Florida Keys - Main Campus 2019 - 2020 TOL: 47-2152.00 Plumbers, Pipefitters, and Steamfitters
 The College of the Florida Keys-Middle Keys Center
 The College of the Florida Kyes-Upper Keys Center