South Florida Workforce Investment Board Individual Training Account

Procedures

Training Vendors are required to satisfy a **minimum of two** of the following performance measures relevant to each training program offered:

* 70% placement rate, i.e., entered unsubsidized employment
* 70% training-related placement rate, i.e., entered unsubsidized employment in an occupation related to the program completed
* 70% completion rate
* Economic benefit per placement (to take effect in the 2011-2012 Program Year)

Training vendor programs failing to meet the minimum required performance measures will be removed from the list of South Florida Workforce Investment Board (SFWIB) approved offerings. For a program to return to the approved offerings list, it must be resubmitted for a programmatic review and Board-approval, at earliest, a year from the date of removal.

Service Providers are required to meet contractual performance measures as seen on the workforce services Balanced Scorecard. Refer to the Balanced Scorecard for more information. A contractual percentage hold back is applied to Service Providers failing to satisfy the measures.

Definitions:

1. Actual end date: the date that the participant successfully completes the training program.
2. Actual start date: the date that the participant commences classes.
3. Balanced Scorecard: a performance metric used to show Service Providers’ compliance with Workforce Investment Act, Wagner-Peyser, Welfare Transition and employer-related measures.
4. Completion: the participant’s attainment of a credential, i.e. certificate or degree or competencies needed for a specific job or occupational group at the conclusion of the approved training program.
5. Eligibility: the process whereby a participant is determined to meet the requirements of the Workforce Investment Act and Temporary Assistance to Needy Families programs in order to receive training services.
6. Employment: an unsubsidized occupational activity or service performed for an entity (i.e., government, not-for-profit, and for-profit) for compensation.
7. Employment Verification Form: the system-generated universal form that employers complete and sign verifying participant placement information, i.e., job title, hourly wage and beginning date.
8. Enrollment date: the date that the Service Provider enrolls a participant in an approved program; for the Training Vendor, it is the date that it receives the Individual Training Account (ITA) voucher from a participant and enrolls that participant in a training program.
9. Estimated start date: the date that the Service Provider anticipates the Training Vendor’s enrollment of the participant in the approved program; this date must be entered before a voucher can be issued.
10. Estimated end date: based on the program’s length, it is the date that the Service Provider anticipates the participant’s completion of the program; this date must be entered before a voucher can be issued.
11. Individual Training Account (ITA): Workforce Investment Act funds applied at Career Centers to help pay for occupational skills training for an eligible participant.
12. License: following the completion of a training program, the licensure attained upon the passing of a regulatory body’s examination requirements.
13. Office of Continuous Improvement: the SFWIB department that monitors conformance with established rules, policies and procedures.
14. Participant Attestation of Training: the system-generated form given to the participant by the Training Vendor, completed and signed by the participant, certifying the participant’s completion of the training program.
15. Participant Refund/Drop/Withdrawal Form: the system-generated form that is completed and signed by the Training Vendor detailing the reason for drop/withdrawal/refund and the applicable refund amount as set forth in SFWIB’s Standardized Refund Policy.
16. Pell: the federal grant that eligible participants apply for to assist in paying for the costs of a training program.
17. Performance measures: a set of federal, state and local standards for determining a Training Vendor’s compliance with completion and placement requirements.
18. Placement rate: the number of participants that obtain unsubsidized employment following completion of a training program.
19. Prerequisite: courses within an approved training program that must be successfully completed before substantive courses within the program may be taken.
20. Reconciliation requirements: the process whereby Service Providers and Training Vendors identify and check data for input into the Service Account Management System (SAMS).
21. Remedial: a course taken to prepare for a required course in an approved training program; participants may take up to two program-related remedial courses.
22. Reverse referral: where an individual is enrolled in an approved training program and seeks workforce assistance (an ITA voucher) without following statutory protocol, i.e. undergo core and intensive services.
23. SAMS: the system for tracking participants’ training-related information, i.e., expenditures and performance data.
24. Training Program: a Board-approved area of study linked to an occupation seen on Region 23’s current Targeted Occupations List.
25. Training-related placement rate: the number of participants that obtain unsubsidized employment in an occupational area relevant to the training program completed.
26. Voucher: following a positive eligibility determination, the system-generated instrument issued to pay for a training program; for the instrument to be valid, it must have all required signatures i.e., participant, career advisor and supervisor signatures.

Procedures:

1. Roles and Responsibilities: Training Vendor
   * + 1. The Training Vendor is responsible for assessing participants enrolled in its program to ensure that the participant will be successful in the program
       2. Before a Training Vendor may receive a voucher, the Vendor must provide the relevant Service Provider documentation evincing all applicable program and cost information
       3. Training Vendors are responsible for entering training-related data into SAMS, specifically the following fields:
     1. Enrollment date
     2. Actual start date
2. The date that this field is updated is what activates the 14-day invoicing requirement; in order for the voucher to be submitted for payment, the actual start date must be entered in SAMS and the participant must attend class for 14 consecutively scheduled classes
3. The voucher will not be available for invoicing until 14 days have elapsed from the date that this field was updated
4. **Caution:** the **14-day** invoicing clock resets each time this field is updated
5. The invoice submitted for payment must be signed and dated by an authorized party
   * 1. Pell information (for eligible participants)
6. Pell Eligible
   * + - 1. If eligibility is unknown at the time of enrollment, the field may be left blank until the information is available
7. Amount Awarded
8. If eligibility is unknown at the time of enrollment, the field may be left blank until the information is available
   * 1. Training progress information
9. 25% completion of total program hours
10. 50% completion of total program hours
11. 75% completion of total program hours
12. 100% completion of total program hours
    * 1. Employment information (which is required to close the training enrollment)
13. Employment attainment date
14. Training-related employment (yes or no)
15. Employer’s name and contact information
16. Occupational title
17. Hourly wage
18. Completion of the SFWIB Employment Verification Form
19. Send the Employment Verification Form to the employer and perform follow up
    * + - 1. The original Form must be submitted by the employer via email or fax only
          2. If the Form is received through email, a copy of the email must be printed and attached to the Form and placed in the participant’s file
          3. If the Form is received via fax, the Form must have the employer’s name and telephone number imprinted on the header
          4. A copy of the Form must be submitted via email or fax to the Service Provider
      1. Completion information
20. Enter the Actual End Date
21. Enter the Training Outcome

(i.) Successful Completion

(ii.) Credential Attained Date

(iii.) Dropped

(iv.) Never Attended

1. The participant completes and signs the SFWIB Participant Attestation of Training Completion Form and provides it to the Training Vendor who then submits a copy of the Form to the Service Provider via email or fax
2. If the participant drops or never attends, complete the Participant Refund/Drop/Withdrawal Form which should be submitted with the applicable refund check to SFWIB. Refer to the **SFWIB Standardized Refund Policy** for guidance. The Training Vendor must submit via email or fax a copy of the Form to the Service Provider
   * 1. Training Vendors will invoice SFWIB after the participant has attended the training program for a minimum of 14 calendar days. **Refer to the SAMS Training Vendor Invoicing Module or to the Definitions section above for more information on the invoicing process**
     2. SFWIB Office of Continuous Improvement will review the following examples of supporting documentation to determine a Training Vendor’s compliance with the Performance Reporting Requirements:
3. Employment Verification Form
4. Pay stub
5. Unemployment Insurance Wage Credit Data
6. The Work Number
7. Offer of Employment Letter with pay stub
8. Documentation supporting each field entry must be placed in the participant’s file and be available for OCI’s review
9. Roles and Responsibilities: Service Provider
   1. The Service Provider is required to individually assess eligible participants for training prior to the enrollment and issuance of an ITA voucher. The assessment process consists of examining a participant’s academic and employment background as well as short- and long-term career interests. The intent of this process is to assist the participant in selecting a training program he/she is likely to succeed in
   2. SFWIB will only assist in covering the tuition costs of up to two remedial courses linked to an approved training program; vouchers issued to cover the costs of the remedial course will be subtracted from the maximum ITA amount
   3. The Service Provider must be in receipt of the appropriate program and cost documentation from the Training Vendor before the Provider issues a voucher
   4. Service Providers are responsible for entering training-related data into the SFWIB Service Account Management System (SAMS), specifically the following:
      1. Enrollment in a SFWIB approved training program
      2. Estimated training start/end dates
      3. Issuance of a voucher
10. Enrollment date
11. Estimated start date (can be no greater than three months from date of data entry)
12. Estimated end date (can be no greater than two years from the estimated start date)
13. Upon successful entry of the estimated start and end dates, a voucher may be issued covering up to and including 50 percent of the maximum approved ITA amount
14. At the midpoint of the training program, a voucher may be issued for the remaining maximum ITA amount; this voucher cannot be issued until the Service Provider receives sufficient participant progress information
15. The SAMS calculates the midpoint by using the actual start date and the estimated end date entered by the Training Vendor
    * 1. Pell information (for eligible participants)
16. Pell Eligible
17. If eligibility is unknown at the time of enrollment, the field may be left blank until the information is available
18. Amount Awarded
19. If eligibility is unknown at the time of enrollment, the field may be left blank until the information is available
    * 1. Completion information
20. Enter the Actual End Date
21. Enter the Training Outcome
    * + - 1. Successful Completion
          2. Credential Attained Date
          3. Dropped
          4. Never Attended
22. The participant completes and signs the SFWIB Participant Attestation of Training Completion Form and provides it to the Training Vendor who then submits a copy of the Form to the Service Provider via email or fax
23. If the participant drops or never attends, the Participant Refund/Drop/Withdrawal Form will be submitted by the Training Vendor. The Training Vendor must submit via email or fax a copy of the form to the Service Provider
    * 1. SFWIB Office of Continuous Improvement (OCI) will review the following examples of supporting documentation to determine a Service Provider’s compliance with the Performance Reporting Requirements:
24. Employment Verification Form
25. Pay stub
26. Unemployment Insurance Wage Credit Data
27. The Work Number
28. Offer of Employment Letter with pay stub
29. Documentation supporting each field entry must be placed in the participant’s file and available for OCI’s review
30. **Joint** Responsibilities of Service Providers and Training Vendors

Both Service Providers and Training Vendors must ensure that the voucher is issued to the selected school and it is properly signed before it is invoiced; all invoiced vouchers received failing to comply with the above procedures will be returned to the Training Vendor unpaid

* + 1. All required fields must be reconciled on a monthly basis, i.e., Service Providers and Training Vendors must communicate to verify the accuracy of data entered in SAMS
    2. Employment information (which is required to close the training enrollment)
  1. Employment attainment date
  2. Training-related employment (yes or no)
  3. Employer’s name and contact information
  4. Occupational title
  5. Hourly wage
  6. Completion of the SFWIB Employment Verification Form
  7. Send the Employment Verification Form to the employer and perform follow up
     + - 1. The original Form must be submitted by the employer via email or fax only
         2. If the Form is received through email, a copy of the email must be printed and attached to the Form and placed in the participant’s file
         3. If the Form is received through fax, the Form must have the employer’s name and telephone number imprinted on the header
         4. A copy of the Form must be submitted via email or fax to the Service Provider

iv.) Training Program Reconciliation Requirements

* 1. Training Vendors and Service Providers must enter participants’ training performance data in the Reconciliation Tool found on the SAMS homepage
  2. The log-in for the tool is the Training Vendors’ and Service Providers’ SAMS ID
  3. Training Vendors and Service Providers have up to the 10th of each month to review and update participants’ training data
  4. On the 10th of the month, Vendors who failed to review and reconcile will be barred from receiving ITAs for new participants
  5. On the 10th of the month, Providers who failed to review and reconcile will be barred from enrolling new participants into any training program
  6. The tool tracks whether a record has been reviewed and reconciled
  7. The tool generates a report detailing all discrepancies between Vendors and Providers; this report is available on the 11th of each month
  8. Vendors and Providers are allotted five days to correct discrepant data seen in the report
  9. Failure to correct discrepant data within the time allotted (by the 16th of the month) results in Vendors being barred from receiving ITAs for new participants and Providers being barred from enrolling new participants into any training program

1. SFWIB Office of Continuous Improvement (OCI) will monitor **compliance with the reconciliation requirements**
   * + 1. Service Providers and Training Vendors not in compliance with reconciliation requirements will be notified by OCI and given 30 days from receipt of notice to enter and/or correct data
       2. SFWIB will deactivate all training programs of Training Vendors failing to comply within the 30-day timeframe
       3. Service Providers who are not in compliance will be adversely rated on two SFWIB Balance Scorecard Measures – the Training Completion Rate and Training Related Placements