

401 BACKGROUND

This section provides policy for Training Services that are available to unemployed or underemployed Adults, Dislocated Worker and Youth Program participants.

Training prepares individuals with the in-demand skills that meet employers’ needs based on labor market information, sector strategies, career pathways, and business outreach. Through job driven training, individuals acquire the skills needed to obtain and/or retain employment and increase earnings which lead to self-sufficiency.

Training and Support Service Matrix provides current funding allocations for services (Exhibit 400A). All training services are based on the availability of funds.

402 AUTHORITY

- Workforce Innovation and Opportunity Act (WIOA) of 2014 (P.L. 113-128)
- Code of Federal Register 20 Part 680 and 681
- Training and Employment Guidance Letter (TEGL) 17-05
- Training and Employment Guidance Letter (TEGL) 15-10
- Training and Employment Guidance Letter (TEGL) 19-16
- Training and Employment Guidance Letter (TEGL) 21-16

403 PROGRAM PARTICIPANT ELIGIBILITY FOR TRAINING SERVICES

A. Adult and Dislocated Worker Program Participants

1. Training services, based on availability of funding, may be made available to employed and unemployed individuals enrolled in the Adult or Dislocated Worker Programs who:
 - a. A program staff determines, after an interview, evaluation, or objective assessment, and career planning, are:
 - i. Unlikely or unable to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment;

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- ii. In need of training services to obtain or retain employment leading to economic self-sufficiency or wages comparable to or higher than wages from previous employment; and
 - iii. Have the skills and qualifications to participate successfully in training services.
- b. Select a program of training services that is directly linked to the employment opportunities in the local area or in another area to which the individuals are willing to commute or relocate;
 - c. Are unable to obtain grant assistance from other sources to pay the costs of such training, including such sources as State-funded training funds, Trade Adjustment Assistance, and Federal Pell Grants established under title IV of the Higher Education Act of 1965, or require WIOA assistance in addition to other sources of grant assistance, including Federal Pell Grants); and
 - d. If training services are provided through the adult funding stream, are determined eligible in accordance with the State and ARIZONA@WORK Coconino County priority of service.
2. There is no required minimum time period for participation in basic services before receiving training services.
 3. Program staff must provide a justification for training via detailed documentation in case notes and in each participant’s Individual Employment Plan (IEP). At a minimum, the documentation must contain the following program elements:
 - a. Summation of the interview identified in Section 403(A)(i)(a);
 - b. Assessment results identifying skill gaps;
 - c. Labor market information supporting the decision to pursue training; and
 - d. The program of study including:
 - i. Start date of training; and
 - ii. Anticipated end date of training
 4. Documentation should clearly indicate the targeted outcomes of the training. It should provide an unquestionable understanding between the program staff and the program participant of each step-in program participation.
 5. Case notes and the IEP must clearly indicate how the training will be applied to job search and when job search is anticipated to start and when program participation is expected to end (Program exit date).

	
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B. Youth Program Participants

1. The Youth Program must make each of the 14 program elements available to eligible youth program participants. Of the 14 elements, Occupational Skills Training qualifies as training for youth participants.

404 TYPES OF TRAINING SERVICES

A. Training services for eligible participants must be directly linked to the employment opportunities in either Coconino County or in another area where the participant is willing to relocate. Training services may include:

1. **Occupational Skills Training** that is designed to meet the technical needs of the workplace and provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by specific occupational fields. Occupational skills training includes training in non-traditional employment. The selected training must meet the following criteria:
 - a. Providers of occupational skills training must be listed on the Eligible Training Provider List (ETPL) and the specific training program must be listed as WIOA approved.
 - b. Outcome-oriented and focused on the occupational goal specified in the IEP;
 - c. Result in the attainment of a post-secondary credential; and
 - d. Provide a reasonable expectation that the WIOA participant will gain self-sufficient employment upon completion of training.
2. **Occupational skills training (YOUTH PROGRAM)** is an organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by a certain occupational field at entry, intermediate or advanced levels.
 - a. Occupational skill training, which includes priority consideration for training programs that lead to recognized postsecondary credentials that align with in demand industry sectors or occupations in Coconino County.
 - b. Such occupational skills training must:
 1. Be outcome oriented and focused on an occupational goal specified in the ISS;
 2. Be of sufficient duration to impact the skills needed to meet the occupational goal; and

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- 3. Result in the attainment of a recognized postsecondary credential.
- c. The occupational skills training must meet the following criteria used to identify youth training providers in the local plan to include determining whether:
 - 1. Training is related to in-demand occupations or career pathways identified in the state and local plans; and
 - 2. A recognized credential is awarded upon the successful completion of a training program.
- d. Occupational skills training must be competitively procured by contract or grant. Out-of-School Youth ages 16-24 may be issued an Individual Training Account (ITA) with a specified dollar amount to provide training using WIOA youth funds based on the needs identified in the ISS.
- e. If an Individual Training Account (ITA) is used to pay for the training, the training program must be listed as an approved program on the Eligible Training Provider List.
- 3. **Programs that combine workplace training with related instruction**, which may include cooperative education programs.
- 4. **Skill upgrading and retraining** is short-term or part-time training designed to upgrade skills in the workplace and provide retraining to enhance current skills.


***NOTE:** Skill upgrading, and training programs must be listed on the ETPL.*

- 5. **Entrepreneurial training** on the responsibilities of organizing, managing, and operating a business or enterprise.
- 6. **Transitional Jobs** provide a time-limited work experience that is wage-paid and subsidized, and is in the public, private, or non-profit sectors for those individuals with barriers to employment who are chronically unemployed or have inconsistent work history.
 - a. Transitional jobs are designed to enable an individual to establish a work history, demonstrate work success in an employee-employer relationship, and develop the skills that lead to unsubsidized employment.
 - b. The Coconino County Local Workforce Development Board may approve the use of not more than 10 percent of the combined total of adult and dislocated worker allocations for transitional jobs.

- c. Transitional jobs must be combined with comprehensive career services and supportive services.
- 7. **Adult Education and Literacy** activities include English Language Acquisition and integrated education training programs, *provided concurrently or in combination with:*
 - a. Occupational skills training;
 - b. On-the-job training;
 - c. Incumbent worker training;
 - d. Programs that combine workplace training with related instruction;
 - e. Training programs offered by the private sector;
 - f. Skill upgrading and retraining;
 - g. Entrepreneurial training


NOTE: Programs that combine Adult and Literacy activities with Occupational Skills training and skill upgrading must be listed on the Eligible Training Provider List (ETPL). Only the Occupational Skills Training or Skill Upgrading and Retraining component of the training must meet ETPL performance criteria.

- 8. **Job readiness training** if offered in combination with:
 - a. Occupation skills training;
 - b. On-the-job training;
 - c. Incumbent worker training;
 - d. Programs that combine workplace training with related instruction;
 - e. Training programs operated by the private sector;
 - f. Skill upgrading and retraining;
 - g. Transitional jobs; or
 - h. Entrepreneurial Training.
- 9. **Registered Apprenticeship** based on an approved set of National Guidelines for Apprenticeship Standards developed by a national committee or organization which includes on-the-job training and related technical instruction in a classroom instruction setting.
 - a. On-the-job training may be provided to eligible individuals as part of the registered apprenticeship program participation for qualified participants. See Section 404 (ix)(b)(1)(e).

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10. **Work-Based Training** that results in transferable skills within the industry in which the worker is currently employed and/or other growing industries within the Coconino County and in an occupation with a high potential for sustained demand or growth as determined by the Coconino County Local Workforce Development Board.

- a. Work-based training must not:
 - i. Displace any currently employed workers (including a partial displacement such as a reduction in non-overtime work, wage, or employment benefits);
 - ii. Impair an existing contract for services or a collective bargaining agreement;
 - iii. Procure, contract for, or incur costs to be paid from WIOA Title IB program funds prior to the start date, as determined by the date when all parties sign the contract;
 - iv. Be provided to any company that has relocated within the previous 120 days of its application if the relocation has resulted in any employee losing his or her job at the original location;
 - v. Include proprietary training specific to a company, unless skills are determined to be transferable to other businesses or industries; and
 - vi. Be used to directly or indirectly assist, promote, or deter union organizing.
- b. Work-Based Training includes the following types of training. The trainings are not subject to the ETPL except for Registered Apprenticeship Programs:
 - i. **On-the-Job Training (OJT)** provided under a contract with an employer or registered apprentice program sponsor in the public, private non-profit or private sector. The employer is reimbursed a percentage of the wage rate of the participant being trained while engage.
 - i. **Employer reimbursement** payments are deemed payments for taking on extraordinary costs associated with training of participants and the potentially lower productivity of the participants while in

	
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OJT. Employers are not required to document the extraordinary costs

- ii. Employers may be reimbursed up to 50 percent of the wage rate of OJT.
- iii. **Time limits** on OJTs must be based on the following criteria, but *not to exceed three months in duration*:
 - 1) Skill requirement of the occupation;
 - 2) Academic and skill level of the participant;
 - 3) Prior work experience; and
 - 4) The goals outlined on the participant's IEP.

OJTs may be extended to not longer than six months in total duration with supervisor approval.

- iv. **On-the-Job Training for Eligible Existing Workers:** contracts may be written for eligible existing workers under the following conditions:
 - 1) The employee is not earning a self-sufficient wage as determined by ARIZONA@WORK Coconino County policy; and
 - 2) The training relates to:
 - Introduction of new technologies;
 - Introduction to new production or service procedures;
 - Upgrading to new jobs that require additional skills
- v. **On-the-Job Training and Registered Apprenticeship Programs** OJT contracts may be written with Registered Apprenticeship programs or participating employers in the Registered Apprenticeship program to cover the on-the-job training portion.
 - 1) ITAs can be combined with on-the-job contracts when placing participants into Registered Apprenticeship programs.
 - 2) OJT contracts with Registered Apprenticeship programs must be consistent with other OJT requirements in this policy including those for existing workers in section 404(ix)(b)(1)(d)
- vi. **Incumbent Worker Training** designed to help the ARIZONA@WORK Coconino County's workforce obtain the skills necessary to retain employment and prevent job loss. Training activities are carried out

	
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by the local workforce development board in conjunction with employers or a group of employers (which may include employers in partnership with other entities for delivering such training) for the purpose of assisting such workers in obtaining the skills necessary to retain employment or avert layoffs. An incumbent worker does not have to meet the eligibility requirements for career and training services for adults and dislocated workers under WIOA, unless they also are enrolled as a participant in the WIOA Adult or Dislocated Worker program.

To qualify as an incumbent worker, the individual must:

- 1) Be employed;
- 2) Meet the Fair Labor Standards Act for an employer-employee relationship; and
- 3) Have an established work history for at least six months with the employer.

NOTE: *In the event that the incumbent worker training is being provided to a cohort of employees, not every employee in the cohort must have an established employment history with the employer for six (6) months or more as long as a majority of those employees being trained meet the employment history requirement*

Funding Incumbent Worker Training

- 1) Up to 20 percent of the combined total of the Adult and Dislocated Worker allocation may be reserved for incumbent worker training.
- 2) The amount reserved for incumbent worker training must be approved by the Coconino County Local Workforce Development Board.
- 3) *Employers participating in incumbent worker training must pay the non-federal share of the cost of providing the training to their incumbent workers.* The non-federal share of such cost must be determined by taking into consideration factors such as:
 - The number of employees participating in the training;

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- The wage and benefit levels of the employee (at the beginning and anticipated upon completion of the training);
 - The relationship to the competitiveness of the employer and the employees; and
 - The availability of other employer-provided training and advancement opportunities.
- 4) The non-federal share must not be less than:
- 10 percent of the cost for employers with not more than 50 employees;
 - 25 percent of the cost for employers with more than 50 employees but not more than 100 employees.
 - 50 percent of the cost for employers with more than 100 employees.
- 5) The non-federal share provided by an employer may include the amount of the wages paid by the employer to a worker while the worker is attending the training program. The employer may provide the share in cash or in-kind.
3. **Customized Training** designed for the specific requirements of an employer or group of employers, which is related to new production or service procedures, upgrading to new jobs that require new skills, workplace literacy or other appropriate purposes as identified by the Coconino County Local Workforce Development Board. *Upon completion of the training the employer must commit to employ or continue to employ the individual(s) who participated in the training.*

Customized training of an eligible employed individual may be provided for an employer or a group of employers when:

- 1) The employee is not earning a self-sufficient wage or wages comparable to or higher than wages from previous employment, as determined by Local WDB policy;
- 2) The customized training relates to introduction of new technologies, introduction to new production or service procedures, upgrading to new jobs that require additional skills, workplace literacy, or other appropriate purposes

identified by the Coconino County Local Workforce Development Board.

405 EMPLOYER ELIGIBILITY FOR WORK-BASED TRAINING

All businesses must be located and conducting business within the State of Arizona. Each business agrees to:

- A. Complete an application and enter into a contract with the ARIZONA@WORK Coconino County service provider funding the training program;
- B. Adhere to applicable WIOA administrative requirements as well as the non-discrimination and equal opportunity provisions of the laws;
- C. Provide a Training Development Plan that identifies the training clearly identifying the need and competencies that will be achieved for each individual selected to receive the training;
- D. Provide copies of a “Certificate of Completion” to the Coconino County Local Workforce Development Board for each individual who successfully completes the prescribed training program. Such certificates must contain the individual’s name and the class or course completed through training;
- E. Employ, or in the case of incumbent workers continue to employ, an individual upon successful completion of training;
- F. Be available for ARIZONA@WORK Coconino County program monitoring on a scheduled basis;
- G. Provide quarterly post-training reports, including information on the retention and/or promotions of trainees and the impact training made on the business, for one year after the completion of the training.

406 ADMINISTRATIVE REQUIREMENTS FOR WORK-BASED TRAINING

	
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A. Performance Requirements


Adult, Dislocated Worker and Youth service providers must collect performance data to ensure employers who are participating in work-based training are fulfilling their commitment to hire training participants after they complete the training programs.

1. Adult, Dislocated Worker and Youth service providers must not contract with an employer who previously received payments under WIA or WIOA if the employer has exhibited a pattern of failure to provide training participants with continued long-term employment that includes wages, benefits (as well as health benefits) and working conditions that are equal to regular employees who worked the similar length of time and are doing the same type of work.

407 ADULT, DISLOCATED WORKER AND YOUTH SERVICE PROVIDER RESPONSIBILITIES

A. The Adult, Dislocated Worker and Youth service provider responsibilities for work-based training consist of:

1. Identifying a point of contact in the LWDA who will assist the business customer with questions and concerns, and provide overall support for the contract;
2. Incorporating the employer’s Training Development Plan into the IEP and identifying any other barriers or services needed;
3. Monitoring during the training period and upon completion of the training contract;
4. Recommend funding limitations to the Coconino County Local Workforce Development Board;
5. Developing policies and procedures for in-kind contributions (e.g. costs of training space or facilities at an employer’s place of business used during training);
6. Identifying during the application process how the training program will benefit individual workers participating in training (i.e., promotion, increased wage, career ladder, attainment of self-sufficiency, layoff aversion);
7. Reviewing WIOA participant progress in the work-based training(s) and determining if supportive services are needed;
8. Monitoring the work site upon placement of the WIOA participant after completion of training to document whether the WIOA participant is working in the agreed upon position, at the agreed upon salary, and utilizing the skills obtained through the customized training;

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9. Including a provision in the contract with the employer for contract termination due to lack of funds or lack of WIOA participant attendance in the training;
10. Including a provision in the contract with the employer permitting LWDA, state, and federal staff to review the training records; and
11. Creating a list of eligible providers of work-based training opportunities.
12. Monitor each onsite contract for the purposes of determining that providers are in compliance with the contract, including:
 - a. Payroll, time, and attendance records substantiate the
 - b. amounts claimed for reimbursement; and
 - c. Training, wages, hours, benefits, and
 - d. working conditions are provided in accordance with the contract.
13. Monitor the performance and progress of the LWDA participant on a regular basis to determine if:
 - a. Continued participation is required;
 - b. Transfer to another activity is appropriate;
 - c. Placement in unsubsidized employment has occurred; and
 - d. Other services would be more appropriate.
14. Visit program participants and their supervisors at the worksites to:
 - a. Assist in job-related or personal counseling; and
 - b. Provide job coaching.

408 CREDENTIALS

- A. Training programs approved by Program staff for qualified Adult and Dislocated Worker program participants must result in either a federally-recognized credential to be approved for the Eligible Training Provider List (ETPL) or a locally-recognized training as defined in the AJC Service Code Dictionary. The ETPL consists of programs approved for use by Workforce Investment and Opportunity Act Title I-B.
- B. Program staff are encouraged to identify programs of training for qualified program participants that result in the attainment of federally recognized credentials that have four attributes that add value to a credential include:
 - i. *Industry-Recognized:* An industry-recognized credential is one that either is developed and offered by, or endorsed by, a nationally recognized industry association representing a sizeable portion of the industry sector; or a credential that is sought

	
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and accepted by companies within an industry sector for the purposes of hiring or recruitments which may include credentials from vendors of certain products.

- ii. *Stackable*: A credential is considered stackable when it is part of a sequence of credentials that can be accumulated over time to build up an individual’s qualifications and help them to move along a career pathway or up a career ladder to different and potentially high paying jobs.
- iii. *Portable*: A credential is considered portable when it is recognized and accepted as verification of the qualifications of an individual in other settings; either in other geographic areas, at other educational institutions, or by other industries or employing companies.
- iv. *Accredited*: Accreditation helps to ensure that an educational program that is provided by an institution of higher education meets acceptable levels of quality.

C. **Federally Recognized Credentials** are awarded in recognition of individual attainment of measurable technical or occupational skills necessary to obtain employment or advance in an occupation. They are an attestation of qualification or competence issued to an individual by a third party (such as an educational institution or an industry or occupational certifying organization) with the relevant authority or assumed competence to issue such a credential.


1. **Types of Federally Recognized Credentials**

Federally recognized credentials include the following:

a. **Educational credentials** include diplomas, degrees, and certificates. Credit hours are the building blocks for education credentials. Types of educational credentials include the following:

- i. High school diploma;
- ii. GED or High School Equivalency (HSE);
- iii. Educational certificates;
 - Certificates must be based on credit hours.
 - Educational certificates are awarded after completion of an organized program of study at the postsecondary level, not a single course.

NOTE: *Educational certificates must be recorded in AJC as Other Recognized Diploma, Degree or Certificate.*


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- Certificates of completion may be educational certificates **if they are based on credit hours and awarded for the completion of an organized program of study, not a single course. Certificates of completion that do not meet this definition must not be considered a federally recognized credential.** Certificates of completion that are awarded after successful completion of a training programs that prepares students to take Occupational License and Personnel Certification examinations must also **not** be considered federally recognized credentials.

- iv. Educational certificates;
 - v. Bachelor’s diploma/degree; and
 - vi. Postgraduate degree, such as Master and Doctoral degrees.
- High School Diploma, GED and High School Equivalency (HSE) are only counted as federally-recognized credentials for WIOA Adult, Dislocated Worker and Youth credential rate performance measures, if the participant has retained or obtained employment or is in an education or training program leading to a recognized postsecondary credential within one year after exit from the program.

D. Industry Recognized Credentials

1. **Registered Apprenticeship Certificates** issued by a Registration Agency, either the State’s Apprenticeship Office or the U.S. Department of Labor. For more information on Arizona’s Apprenticeship Office, see <https://www.azdes.gov/apprenticeship/>
 - a. Interim credentials may be developed from an approved set of apprenticeship standards for the occupation. They are portable recognition of an apprentice’s accomplishments and are issued based on recognized components of an apprentice-able occupation.
 - b. Registered Apprenticeship Certificates must be recorded under the Other Recognized Diploma, Degree and Certificate category on the Outcome page in AIC.
2. Occupational Licenses are granted by state and federal agencies or regulatory bodies and are required for an individual to work in the occupation. Examples of


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Occupational Licenses include, but are limited to: cosmetology licenses, massage therapy licenses, commercial driver’s licenses, or nursing licenses (see <http://www.careeronestop.org/toolkit/training/findlicenses.aspx>).

Characteristics include:

- a. They are defined by laws and regulations and are intended to set professional standards and ensure safety and quality;
 - b. Time-limited occupational licenses must be renewed based on meeting ongoing requirements;
 - c. Violations of the terms of the license may result in legal action;
 - d. Completion of a program of study that prepares an individual for an occupational license is not a credential;
 - e. Occupational Licenses may be required in addition to other credentials. The credential for completing the educational program must only be recorded in AJC if the participant successfully received an Occupational License as the license is required to work in the occupation.
3. **Occupational Certifications** attest that the individual has attained the necessary knowledge and skill to perform a specific occupation or skill. Characteristics include:
- a. It must be industry-recognized or result in a professional association certification;
 - b. It is granted by third party non-governmental agencies, usually associations or businesses;
 - c. It is intended to set professional standards for qualifications, such as a certification for a crane operator or a Novell Network Certified Engineer;
 - d. It usually requires successful completion of an examination or assessment of the individual’s knowledge and skills through an examination or assessment provided by a certifying body.
 - e. It usually requires a set amount of work experience or professional/technical experience;
 - f. It must usually be renewed after a certain time period; and
 - g. Violation of standards or requirements may result in suspension or revocation of the certification.

For a list of Occupational Certifications and certifying agencies, see <http://www.careeronestop.org/EducationTraining/Find/certificationfinder.aspx>

	
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NOTE: Completion of a training program that prepares a participant for an assessment or test that results in an Occupational License or a Personnel Certification is not a federally recognized credential. The credential must only be recorded under the Outcomes screens in AJC after the participant successfully completes the test and receives his/her certificate or license.

- E. **Locally Recognized Credentials:** Locally recognized credentials are obtained after completing a training that has been determined by the Coconino County Local Workforce Development Board to not result in a federally recognized credential, but which is determined of value due to its being required by local employers and to result in employment. Locally recognized credentials include the following:
1. A certificate of completion received upon the successful completion of a program based on competencies and curriculum that are developed in partnership with employers within the LWDA. Training programs that result in this type of locally recognized credential may be approved to be listed on the ETPL. This certificate of completion must be:
 - a. Obtained from the results of a valid, objective assessment;
 - b. Based on significant vocational content;
 - c. Portable from one employer or region in the state to another; and
 - d. Meaningful to employers.
 2. Locally recognized credentials are excluded in the performance reporting of the credential attainment rate indicator, as they are not federally recognized. However, employment in the 2nd and 4th quarter after exit and median earnings in the 2nd quarter after exit will count towards performance, as appropriate.

409 FUNDING TRAINING SERVICES

Funding for training is based on the availability of program funds and is limited to program eligible participants who are unable to obtain other grant assistance to pay for the cost of training or who require assistance beyond that available from other sources to pay for such training. The Training and Support Service Matrix provides training expenditure guidance (Exhibit 400A).

Program staff must coordinate funding arrangements and co-enrollments with One-Stop partners and other entities.

	
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- A. Program staff must ensure that WIOA training funds are awarded only when no other sources of funding are available or the amount available is insufficient in covering the participant’s training costs. Alternative sources of funding that may be available include, but are not limited to:
1. State-funded training funds;
 2. Trade Adjustment Assistance (TAA);
 3. Rehabilitation Act funds;
 4. Temporary Assistance for Needy Families;
 5. Federal Pell Grant funds; or
 6. Other federal grant funds.
- B. In making the determination that WIOA funds are required, program staff must take into account the full cost of training, *including the cost of supportive services and other appropriate costs, to ensure the training is completed successfully.*
- C. This provision does *not* apply to the GI Bill or other forms of Veterans Administration (VA) education or training benefits. *Veterans and spouses are not required to coordinate their entitlement to VA training benefits with WIOA training funds.*
- F. Student loans are excluded when determining the individual’s overall need for WIOA funds for educational costs.
- G. Individuals may be attending school when they become a WIOA participant; reimbursement of training costs is not allowed for payments made prior to WIOA program participation.

409.1 PELL GRANTS

- A. Federal Pell Grants are awarded to cover tuition costs and education-related expenses, but only the amount of the grant that applies to the participant’s tuition will be used to reimburse the expended WIOA funds.
- B. Pell Grant eligibility is established by completing the Free Application for Federal Student Aid (FAFSA - www.fafsa.ed.gov). Program staff must maintain documentation in the participant’s file to support the eligibility determination and award of the Pell Grant.

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- C. All eligible program participants pursuing training at a Pell Grant eligible institution must apply for a Federal Pell Grant. A participant may enroll in WIOA-funded training while his/her application for a Federal Pell Grant is pending. *Following the award of the Pell Grant, the training provider must reimburse the respective program the amount that the Pell Grant covers from the WIOA funds used to underwrite the training.*
- D. A completed agreement between the respective program and the educational institution must be on file as well as with the WIOA participant before any funds are paid to the training provider. This agreement must detail:
 - i. The amount to be initially paid by the program; and
 - ii. Between the training provider and the participant to reimburse the program through the Federal Pell Grant, if applicable.

410 INDIVIDUAL TRAINING ACCOUNT (ITA)

ITAs must be established and used to provide training services to eligible WIOA Adult or Dislocated Worker participants based on the training needs identified in the participant’s IEP. ITAs are used for all training options that require use of the ETPL. Each training program requires a separate ITA.


Approval of all ITAs issued for training must be documented in the participant’s case file, providing evidence based on real-time labor market information for identifying in-demand occupations.

A. ITA Payments

1. Payments from an ITA may be made in a variety of ways including the electronic transfer of funds through financial institutions, vouchers, or other appropriate methods.
2. Payments may also be made incrementally through payment of a portion of the costs at different points in the training course.
3. All ITAs are subject to approval by Program Management.

B. ITA Limitations

1. The amount and duration of each participant’s ITA must be justified based on the participant’s needs as identified in the IEP and maintained in the participant’s case file

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such as the occupational choice or goal and level of training needed to succeed in that goal.

2. Eligible participants may select any approved training program from the ETPL, but the ITA may not exceed 24 months in total.
3. The IEP and associated case notes must clearly identify the start and targeted end date of the ITA and program of study.
4. The Coconino County Local Workforce Development Board will establish a dollar amount limit per participant per program year for ITAs. Funding ceilings may be adjusted with approval of the Coconino County Local Workforce Development Board.
 - a. On a limited case-by-case basis, program staff may request approval from the Workforce Development Board above the established limit in the WIOA Policy Exhibit 400A, Training and Support Service Matrix. Approvals must be justified in writing to the WDB Director and based on factors including alignment with in-demand occupations available in the service delivery area, career progression, and potential wage attainment. All requests for this exception must be approved by the Program Director.
 - b. An individual may select a training program that costs more than the maximum amount available for ITAs when other sources of funds are available to supplement the ITA (e.g. Pell Grants, scholarships, etc.)
- v. The ITA amount cannot exceed the total cost that is listed on the ETPL.
- vi. Participant must carry a minimum of 12 credits per semester. However, due to limited availability of appropriate classes in rural areas, the 12-credit hour minimum may be waived. All classes must be required for the training program.
- vii. Participants must attend school year around. If there are no classes available during the summer session that would apply towards the chosen certificate or degree program, participants must get a letter from the school stating there are no classes available. Participants who miss a full semester or other training program courses/modules when classes are available, may be subject to program exit. Written justification and approval must be obtained by the Career Planner to retain the participant in the program if course work is missed.

Program Year 2020

Training and Support Service Matrix

Matrix shows maximum allowable expenditure during program year. All funding opportunities are based on the availability of funds. Allowable training and supportive services are defined in Coconino County WIOA Policy 300 and 400.

PROGRAM	TRAINING SERVICES AND INTERNSHIPS	SUPPORTIVE SERVICES	FOLLOW UP SERVICES	RELOCATION ASSISTANCE
ADULT	\$8,000 combined	\$1,500	Not Available	Not Available
DISLOCATED WORKER	\$8,000 combined	\$1,500	Not Available	\$1,000
YOUTH In-School	\$2,000 combined	\$2,000	\$500	Not Available
YOUTH Out-of-School	\$10,000 combined	\$2,000	\$500	Not Available