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DEPARTMENT OF LABOR AND EMPLOYMENT

WORKFORCE DEVELOPMENT PROGRAMS

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Category: Employment and Training Programs
Subject#: Eligible Training Provider List/Consumer Report Card
Source: State/Federal
Revise/Replace: PGL 00-23-WIA1
Contact: Director of Employment and Training Programs
Distribution: Workforce Region Directors, Employment and Training Staff, CDLE Human Resources and Administrative Staff
Colorado One-Stop System Policy Guidance Letter 07-01-WIA
Date: January 1, 2007

I. REFERENCE(S): Workforce Investment Act (WIA) signed into law on August 7, 1998, Section 134,(2)(B) and WIA Interim Final Regulations, Subpart E - Eligible Training Providers, §663.500.

II. PURPOSE: Provide information and direction for the on-going maintenance of the eligible training provider list and consumer report card system required by the Workforce Investment Act (WIA).

III. BACKGROUND: The Workforce Investment system established under WIA emphasizes informed customer choice, system performance, and continuous improvement. The eligible training provider process is part of the strategy for achieving these goals. Local Workforce Boards, in partnership with the Colorado Department of Labor And Employment (CDLE), identify training providers whose performance qualifies them to receive WIA funds to train adults and dislocated workers. After receiving core and intensive services and in consultation with case managers, eligible participants who need training use the list of eligible training providers to make an informed choice.

The Act and Regulations outline the responsibilities of the Governor, designated State agency (CDLE) and Local Workforce Boards in creating and maintaining a list of eligible training providers and the accompanying Consumer Report Card.

IV: POLICY/ACTION:

1. Colorado Department of Labor and Employment - CDLE is the designated State agency responsible for setting up the Eligible Training Provider system, maintaining the provider list, and tracking and verifying the performance data. The data will be available to the public for consideration in choosing a training provider. CDLE will:

- a) Maintain the State database of eligible training providers, which is comprised of information submitted by Training Providers who have been approved by the Local Workforce Boards.
- b) Verify the accuracy of the information reported by Training Providers by auditing the data gathered upon customer or Local Workforce Board request. Take appropriate enforcement actions against eligible training providers in the event that they intentionally provide inaccurate information.
- c) Remove providers found by Local Workforce Boards not to have met required performance levels or who are otherwise ineligible for inclusion on the list.
- d) Make the list available to Local Workforce Boards and their customers through the Colorado Navigator website at: <http://navigator.cdle.state.co.us/>
- e) Training Providers can choose to appeal to CDLE for review of the rejection of their program for inclusion in the Eligible Training Provider list or its subsequent removal for cause (see IV.2.d below). The full Local Workforce Board appeal process must be followed before appeal to CDLE for review. The rejection or removal of the program will be reviewed by the supervisor of the Eligible Training Provider Program. If the provider or Local Workforce Board wishes to appeal the result of this review they can appeal to the Director of Workforce Programs.

2. Local Workforce Boards - The Local Workforce Boards are responsible for marketing the list to local training providers and determining eligibility of programs for inclusion on the list based on performance. The Local Workforce Board must:

- a) Assure that staff will attend the training sessions on the use and implementation of the automated Eligible Training Provider system.
- b) Follow locally developed procedures to review and accept applications for initial and subsequent eligibility from post secondary institutions receiving Title IV funds under Higher Education Act (HEA) and National Apprenticeship Act training providers. Such applications must have action taken on them (approval, denial, or request for further information) within 30 days of the receipt of a complete application (see Attachment Two). If the Local Workforce Board has taken no action on a complete application after 30 days it will be automatically approved.
- c) May modify the levels of performance required by CDLE (See Attachment Three) for local providers to maintain subsequent eligibility. Any modification should take into consideration economic, geographic and demographic factors including the characteristics of the populations served by providers seeking eligibility and the demonstrated difficulties in serving these populations. If the Local Workforce Board chooses to modify the statewide targets they must do so in writing and with agreement from the supervisor of the State Eligible Provider Program and the region's Workforce System Specialist. The modified goals must be applied to all providers applying in the region. Additional goals might include a target for students passing a state standardized test required for state licensure.
- d) Follow the locally developed appeal process for training providers rejected as an Eligible Training Provider or later removed for cause. The local policy must allow Training Providers to appeal to CDLE once the local appeals are exhausted under the process outlined in IV.1.e above.

- e) Ensure the distribution and use of the Eligible Training Provider list through the Workforce Investment Region and provide information to the consumer, based on performance data.
- f) Notify CDLE when they wish to remove an eligible training provider from the list. Removal can be for failure to meet performance standards or provide all performance information required for subsequent eligibility. Removal is also appropriate if the school has failed to attain or lost the accreditation required for professional licensure or has misrepresented their performance, costs or services to the Local Workforce Board or clients.
- g) May require additional verification regarding program-specific information from local providers to maintain subsequent eligibility.

3. Training Providers - Training providers can apply for a program's inclusion on the list for all of their locations with a single application. This application can be submitted through any Local Workforce Board in a Region where a campus offering the program is located. The specific locations that are covered must be indicated in the description, and performance data for all locations covered must be included in applications for subsequent eligibility. The Training Provider can alternatively apply in each region in which they wish to offer the program. All Training Providers must:

- a) Access and complete the application form on the web or submit a hard copy application to the local workforce office. The form contains fields for basic descriptive data for the program, cost, and performance information and any supplemental information the local workforce board will require. It also contains links to definitions of application terms.
- b) After notification of approval, training providers will be required to begin collecting student performance data that will be required for subsequent eligibility.

- c) After the initial eligibility determination period the Training Provider must submit an application for subsequent eligibility on an annual basis. The application is required if the program has previously been on the list, dropping off the list for a time does not return a program to an initial eligibility status. This application must include the information listed in Attachment Two. The application for subsequent eligibility is due by March 1st each year after the program's first full year on the list. Community colleges using wage data to calculate performance can use a cohort process to conform to the time periods required to use wage data. If a program has fewer than ten WIA participants performance data need not be reported for the WIA section as this is considered to be too small a group to properly determine performance. Therefore, if fewer than ten WIA participants are reported on a program the remaining WIA specific fields should be reported as "N/A".
- d) Meet minimum performance levels (see Attachment Three). Note in 2.d) above that performance targets can be modified by the Local Workforce Board.
- e) The primary access point for applying for eligibility is the following web site:
<http://eligibility.cdle.state.co.us>

V. ATTACHMENTS:

Attachment One - Definitions
Attachment Two - Required Performance Data
Attachment Three - State Targets

VI. IMPLEMENTATION DATE: Immediate

VII. INQUIRIES: Please direct inquiries to Larry Lemmons at 303-318-8817.

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Director