



**Workforce Investment Act
Training Services Policies and Procedures**

In accordance with the federal Workforce Investment Act, all individuals will have access to the one-stop system and to core employment-related services. Information about job vacancies, career options, student financial aide, relevant employment trends, and instruction on how to conduct a job search, write a resume, interview with an employer, etc. will be available to any job seeker desiring such services. As warranted, available training services are designed to equip individuals to enter the workforce and retain employment.

The regulations at 663.310 provide that the one-stop operator or partner determines the need for training based on an individual (1) meeting the eligibility requirements for intensive services; (2) being unable to obtain or retain employment through such services; and (3) being determined after an interview, evaluation or assessment to be in need of training. Training shall be provided to eligible adults and dislocated workers through Individual Training Account (ITA) vouchers issued by the Workforce Investment Act service provider located in the JobLink Career Center.

The ITA is an account that is established on behalf of an eligible individual and will be funded with adult and dislocated worker funds authorized under Title I of WIA. The ITA voucher system is designed to be flexible and facilitate the purchase of a training program that best meet customers needs and interest. Training services shall be provided in a manner that maximizes consumer choice in the selection of an eligible provider of such services.

To be eligible for training services the individual must have participated in core services to include being deemed financially eligible for WIA assistance. In addition, the customer must have participated in the following intensive service activities and have been determined to be unable to obtain or retain employment through such services:

1. Completed a comprehensive assessment of skill levels and service needs that may include diagnostic testing and participated in an in-depth interview to identify employment barriers and employment goals;
2. Development of an individual employment plan that identifies the employment goals and appropriate combination of services for the participant to achieve the employment goals. Should occupational skills training be warranted as part of the individual's service strategy, the employment plan must include evidence that a review of the labor market information has been conducted to determine that the occupation selected is in demand and those employment opportunities exist;
3. Participated in individual career counseling, to include career planning and case management services; and,
4. Offered short-term pre-vocational services as warranted, to include development of learning skills, communication skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training. (Based on WIA service provider's judgment)

Once the individual has completed intensive service activities, and as appropriate, the WIA service provider may provide information regarding the availability of training. As funding permits, Individual Training Accounts will be discussed with the individual specifying his/her responsibility regarding the ITA.

In consultation with the WIA service provider, the participant will review the statewide list of eligible training providers to determine available training options. The training provider's requirements for enrollment, performance outcomes, and cost for the training course selected will be discussed with the participant. It will be the participant's responsibility to identify and select a training provider from the State list of eligible providers approved by the Local Board.

If funding is available and as appropriate, the WIA service provider will assist eligible individuals with the purchase of a training program that meets the individual's training needs as evidenced by supporting documentation in the participant's permanent file.

Individuals may use ITAs for training services provided by training providers on the Board approved statewide list of eligible training providers for this local area. Training shall be directly linked to occupations that are in demand in the local area or in another area to which an adult or dislocated worker receiving such services is willing to relocate.

The WIA service provider will be responsible for managing the Individual Training Account voucher system in the JobLink Career Center. Payments from ITAs will be made to the approved training institutions by the authorized WIA service provider. Payment of training costs by WIA will be coordinated with any payment of training costs by other grant assistance. The WIA service provider will be required to abide by contractual requirements, as well as Federal, State and local policies and procedures.

The WIA service provider will be required to track expenditures of resources by individuals to ensure that individual accounts are not over awarded through WIA Title I funds for the ITA. Only training providers that are on the statewide list of eligible providers will be reimbursed under the ITA training vouchers.

Due to limited funding for adult and dislocated worker training activities and the effort of the Board to maximize the funds available, limits will be placed on the amount and duration of the ITAs. Limitations established by the Local Board will not be implemented in a manner that undermines the Act's requirement that training services be provided in a manner that maximizes customer choice in the selection of an eligible training provider.

In order to maximize training opportunities for as many eligible individuals as possible, the maximum ITA amount shall be consistent with the curriculum course rates offered through the North Carolina Community College system not to exceed \$3,000.00.

The ITA will be allocated on a semester basis with training in an occupation approved by the ECWDB to be completed within a two-year period. The individual must meet the attendance and academic requirements on a semester basis in order to be certified for continued funding under the ITA. Individuals must meet the training provider's requirements for full-time student status and maintain a minimum 2.0 grade point average.

WIA service providers will adhere to the Local Area's ITA policy and procedures that outline the requirements and limitations. ITA will only be established for those eligible individuals who have received core and intensive services and whose employment plan indicates the need for such training. In cases where the individual opts to purchase training services from an eligible training provider where the costs exceeds the approved amount, the individual will be required to pay the additional costs associated with that training.