



**NINETEEN TRIBAL NATIONS  
WORKFORCE DEVELOPMENT BOARD**

**TRAINING SERVICES**

**Approved by NTNWDB  
07/29/21**

## **Nineteen Tribal Nations Workforce Development Board**

### **Training Services Policy**

#### **BACKGROUND**

This section provides policy for Training Services that are available to unemployed or underemployed Workforce Innovation and Opportunity Act (WIOA) Title I-B 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.

#### **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) 19-16
- Training and Employment Guidance Letter (TEGL) 21-16
- Training Employment Notice (TEN) 25-19

#### **TRAINING SERVICES**

Training services are available to assist individuals in gaining skills and knowledge to obtain and retain employment. Training is administered by public and private sector employers, as well as institutions of higher education, Registered Apprenticeships (RA), and other public and other public and private providers of programs of training services.

The LWDB, and/or service providers may determine training services are appropriate, regardless of whether the individual has received basic or individualized career services.

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

- A. Occupational Skills Training - 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. 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. On-the Job Training (OJT) – Training provided through a contract with an employer who is reimbursed a percentage of the wage rate of the participant who is being trained while the participant is engaged in productive work.
- C. Skill Upgrading and Retraining – Short-term or part-time training designed to upgrade skills in the workplace and provide retraining to enhance current skills.
- D. Entrepreneurial Training – Training on the responsibilities of establishing, organizing, managing, and operating a business or enterprise.
- E. Programs that combine workplace training with related instruction, which may include cooperative education programs.
- F. Training programs operated by the private sector.
- G. Incumbent Worker Training – Training designed to help the employer’s workforce obtain skills necessary to retain employment and prevent job loss. Training activities are provided through a contract between the NTNWDB and an employer or group of employers (which may include employers in partnership with other entities delivering such training) for the purpose of assisting such workers in obtaining the skills necessary to retain employment or avert layoffs. Upon completion of the training, the employer must commit to continue to employ individuals who participated in the training.
- H. On-the-Job Training (OJT) – Training provided through a contract with an employer who is reimbursed a percentage of the wage rate of the participant being trained while the participant is engaged in productive work.
- I. Customized Training – Training designed for specific requirements of an employer or group of employers, which is related to new production, upgrading to new jobs that require new skills, workplace literacy, or other appropriate purposes as identified by the local board. Upon completion of the training, the employer must commit to employ or continue to employ the individuals who participated in the training.
- J. Registered Apprenticeship (RA) – Training based on an approved set of National Guidelines for Apprenticeship Standards and developed by a national committee or organization, which includes OJT and related technical instruction in a classroom instructional setting.
- K. Job Readiness Training – Training that includes workforce preparation activities and is provided in combination with:
  - 1. Occupational skills training;
  - 2. OJT;
  - 3. Incumbent worker training;
  - 4. Programs that combine workplace training with related instruction;
  - 5. Training programs operated by the private sector;
  - 6. Skills upgrading and retraining; or
  - 7. Entrepreneurial training
- L. Adult Education and Literacy Activities, offered by WIOA Title II providers and other providers, including English Language Acquisition and integrated education training programs, provided concurrently or in combination with:
  - 1. Occupational skills training;
  - 2. OJT;

3. Incumbent worker training;
  4. Programs that combine workplace training with related instruction;
  5. Training programs operated by the private sector;
  6. Skills upgrading and retraining; or
  7. Entrepreneurial training
- M. Providers of OJT, Incumbent Worker Training, internships (individualized career services), paid and unpaid work experience (individualized career services) and transitional jobs are not required to be listed on the ETPL and are not subject to ETPL requirements.
- N. Work-Based Training includes OJT, Incumbent Worker Training, and customized training and is not subject to ETPL requirements. Work Based Training must result in transferable skills within the industry in which the worker is currently employed, and/or other growing industries within the LWDA and in an occupation with a high potential for sustained demand or growth;

Work Based Training must not:

1. Displace any currently employer workers (including a partial displacement such as a reduction in non-overtime work, wage, or employment benefits);
2. Impair an existing contract for services or a collective bargaining agreement;
3. 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;
4. Be provided to any company that has relocated within the previous 120 days of its application if the relocation resulted in any employees losing their job at the original location;
5. Include proprietary training specific to a company, unless skills are determined to be transferable to other businesses or industries; and
6. Be used to directly or indirectly assist, promote, or deter union organizing.

Employer Eligibility for Work Based Training

All businesses must be located and conducting business within the State of Arizona.

Each business agrees to:

1. Complete an application and enter into a contract with the service provider funding the training program;
2. Adhere to applicable WIOA administrative requirements as well as the nondiscrimination and equal opportunity provisions of the laws;
3. 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;
4. Provide copy of a "Certificate of Completion" to the service provider 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;
5. Employ, or in the case of incumbent workers continue to employ, an individual upon successful completion of training;

6. Be available for program monitoring on a scheduled basis;
7. Provide quarterly post-training reports, including information on the retention and/or promotion of trainees and the impact training made on the business, for one year after completion of the training.

#### Administrative Requirements for Work Based Training

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 program.

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.

#### Service Provider Responsibilities

Responsibilities consist of:

1. Identifying a point of contact 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. 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);
5. During the application process identifying how the training program will benefit individual workers participating in training;
6. Reviewing participant progress and determining if supportive services are needed;
7. Follow-up monitoring at the work site upon placement of the participant after completion of training to verify/document that the participant is working in the agreed-upon position at the agreed upon salary, and utilizing the skills obtained through the training;
8. Inclusion of a provision in the contract for contract termination due to lack of funds or lack of participant attendance in the training;
9. Inclusion of a provision in the contract permitting LWDA, state, and federal staff to review training records;
10. Monitoring for the purposes of verifying the prover is in compliance with the contract;
11. Monitoring the performance and progress of the participant; and
12. Visiting participants and their supervisors at the worksite to assist in job-related or personal counseling, and to provide job coaching.

## **PROGRAM PARTICIPANT ELIGIBILITY FOR TRAINING SERVICES**

### **Adult and Dislocated Worker Program Participants**

All qualified program participants must be registered and enrolled in the Arizona Job Connection (AJC) and determined eligible for the WIOA Title I-B Adult and Dislocated Worker Program prior to being determined eligible for training services. Service Providers must develop procedures for determining eligibility for training services based on requirements. Training services, based on availability of funding, may be made available to unemployed and underemployed individuals if:

- A. A service provider staff member determines, after a documented interview, evaluation, or objective assessment, and career planning, qualified participants are:
  1. 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;
  2. In need of training services to obtain or retain employment leading to self-sufficiency or wages comparable to or higher than wages from previous employment;
  3. Have the skills and qualifications to participate successfully in training services;
  4. Select a program of training services that is directly linked to employment opportunities in the local area or in another area to which the individuals are willing to commute or relocate.
  5. 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 (TAA), and Federal Pell Grants established under Title IV of the Higher Education Act of 1965, require WIOA assistance in addition to other sources of grant assistance, including Federal Pell Grants; and
  6. If training services are provided through the Adult Program funding stream, are determined eligible in accordance with the State and ARIZONA@WORK Nineteen Tribal Nations priority of service.
- B. There is no required minimum time period for participation in career services before receiving training services.
- C. Workforce Specialists must provide a justification for training through detailed documentation in case notes and in the participant's Individual Employment Plan (IEP). At a minimum, the documentation must include:
  1. Summation of the interview identified in Section A;
  2. Labor market information supporting the decision to pursue training;
  3. Comprehensive Assessment/Objective Assessment results identifying skill gaps, and documentation of the participant's ability to complete the training;
  4. The name of the program of study;
  5. Start and anticipated end dates of training;
  6. Total cost of the program, including tuition, books, and supplies;
  7. The dollar amount of additional sources of training funds, including funds from other job training programs and grants to be applied to the training costs;

8. Pell Grant eligibility and the award amount that will be applied to the training costs;
9. Targeted outcomes of training. It must provide an unquestionable understanding between service provider staff and the participant of each step in program participation;
10. 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 program participation is expected to end.

### Youth Program Participants

The WIOA 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. The Occupational Skills Training includes other types of training services, such as Registered Apprenticeship. Occupational Skills Training does not include OJT, as OJT is considered a type of Work Experience in the youth program.

### **COORDINATION OF WIOA TITLE IB TRAINING FUNDS WITH OTHER GRANT ASSISTANCE AND CO-ENROLLMENTS**

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 what is available from other sources to pay for training.

- A. Service Providers must coordinate funding arrangements and co-enrollments with One-Stop Partners and other entities. Such coordination must be documented in the case notes in the participant's file and in AJC. 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 (TANF)
  5. Federal Pell Grants; or
  6. Other federal grant funds
- B. In making the determination that WIOA Title IB funds are required, the Service Provider must take into account the full cost of training, including post-training certification testing, if applicable, and the cost of supportive services and other appropriate costs, to ensure 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 Title IB funds.

- D. Student loans are excluded when determining the individual's overall need for WIOA Title IB funds for educational costs.
- E. Individuals may be attending school when they become a WIOA Title IB participant; reimbursement for training costs is not allowed for payments made prior to WIOA Title IB participation.

## **PELL GRANTS**

- A. Pell Grant eligibility is established by completing the Free Application for Federal Student Aid (FAFSA). Documentation must be in the participant's file to support the eligibility determination and award of the PELL Grant.
- B. All eligible participants pursuing training at a Pell Grant eligible institution must apply for a Federal Pell Grant, unless the participant provides documentation to indicate they are not eligible for the Pell Grant.
  - 1. A participant may enroll in WIOA Title IB funded training while his/her Federal Pell Grant application is pending.
  - 2. Reimbursement is not required from the portion of the Pell Grant assistance disbursed to the WIOA Title IB participant for education-related expenses, which includes supportive services.
- C. 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 Title IB funds used to underwrite the training. Only the amount of the grant that applies to the participant's tuition will be used to reimburse the expended WIOA Title IB funds.
- 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 include the amount to be initially paid by the WIOA Title IB program and the agreement between the training provider and the participant to reimburse the WIOA Title IB program through the Federal Pell Grant.
- E. Federal Pell Grants are awarded to cover tuition costs and education-related expenses.
- F. When a participant is awarded a Pell Grant, the Pell Grant amount and the beginning and ending dates of the grant must be recorded in AJC on the WIOA Educational Grants page, and under AJC case notes, or in the participant's file.

## CO-ENROLLMENT

The NTNWDB encourages co-enrollment with partner programs. Co-enrollment allows programs to leverage funds and expands services available to participants to meet their needs.

- A. Co-management with partner programs must ensure duplication of services does not occur.
- B. Supportive services may be provided to support WIOA Title IB funded or non-WIOA Title IB funded training. Any supportive services provided by the WIOA Title IB program must be documented appropriately in AJC and added to the Service and Training (S & T) Plan or the participant's file.
- C. In the case of co-enrollment in Job Corps and WIOA, the Job Corps component will be considered training on the IEP.
- D. The WIOA Title IB program may receive credit when a training service results in a recognized post-secondary credential, secondary school diploma, or high school equivalency diploma. This includes:
  1. Instances when training is paid for using partner-program funds; or
  2. When the participant paid for training using other funds (e.g., the participant paid for the training, the training was paid for by the participant's parent, employer, or other grants or scholarships paid for 100 percent of training); and
  3. WIOA Title IB funds were used to provide career, and/or supportive services for the participant's success in the program.
- E. When non-WIOA Title IB funds are used to pay for the training, the training program is not required to be listed on the ETPL. If the training is paid for using partner-provided funds, service provider staff must add the training in AJC on the Case Details page as follows:
  1. Select the "Partner Provided Services" hyperlink and click add;
  2. Select the Funding Source/Enrollment; and
  3. Complete the services provided by the partner program on the Partner Provided Services page drop-down menu.
- F. The WIOA Title IB program may count a participant's attainment of an industry-recognized credential when the training program is not paid with WIOA Title IB funds towards the WIOA Title IB credential attainment rate. To count the credential, the following requirements must be met:
  1. The participant attained the industry-recognized credential during participation or within one year after exit;
  2. WIOA service provider staff determines if the training program's outcomes meet the definition of an industry-recognized credential;
  3. To record the industry-recognized credential, the service provider must enter the industry-recognized credential on the 4<sup>th</sup> Quarter Outcomes screen.

## **INDIVIDUAL TRAINING ACCOUNT (ITA)**

ITA's should be used to provide training services to eligible WIOA Title IB Adult, Dislocated Worker, and Youth participants based on the training needs identified in the participant's IEP. If ITAs are not used, complete, clear, and accurate documentation must be included in case notes in the participant's file.

ITAs are used for all training options that require use of the Eligible Training Provider List (ETPL). Each training program requires a separate ITA.

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

### **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 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, and the length of the ITA must be approved by Program Management.
3. The IEP and associated case notes must clearly identify the start and targeted end date of the ITA and program of study.
4. Individual tribal offices may establish a dollar amount limit per participant for an ITA. funding ceilings may be adjusted with approval of the WIOA Program Director.