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PEE DEE LWIA INSTRUCTION NUMBER: WIA 05-006

TO: Pee Dee Local Workforce Investment Area
Adult and Dislocated Worker Contractors

SUBJECT: Customer Review of Eligible Training Providers' List

EFFECTIVE DATE: Immediately

ISSUANCE DATE: February 16, 2006

Purpose: The purpose of this instruction is to transmit a procedure to document each customer's review of the eligible training providers' list prior to the issuance of an Individual Training Account (ITA). This instruction will not apply to youth contractors as youth do not receive ITAs.

Background: Section 663.440 of the Workforce Investment Act; Final Rules requires that training services be provided in a manner that maximizes informed customer choice in selecting an eligible provider. It further requires that the State list of eligible training providers be made available to customers to aid them in their selection and that, if funds are available, an Individual Training Account (ITA) be created to pay for the customer's selected training.

During the Pee Dee Workforce Investment Area's initial implementation of WIA in Program Year 2000, each customer was required to complete a training pre-requisite checklist prior to their referral to the Service Review Panel for consideration for an ITA. One of the items required to complete pre-requisites for training was the review of the eligible training providers' list. As front-line staff became more comfortable with making a decision about who should be enrolled in training services, the LWIA suspended the requirement that the Service Review Panel approve training referrals, along with the completion of the training pre-requisites checklist. The intent was that the career specialist would continue to have the participant review his/her training options using a less formal process.

In January 2006, the Pee Dee LWIA received its quarterly One Stop Secret Shopper Report (for the period October 2005 through December 2005) from Lengel Vocational Services. The local area scored at least 70% on all of the areas evaluated, except

evaluation metric #6 (the amount of input the customer had in the development of his/her employment or service plan, *from the customer's perspective*). In fact 5 of the 8 workforce centers scored below 70% on this evaluation item.

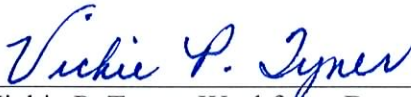
Also, in January 2006, the Pee Dee LWIA received a formal complaint from an eligible training provider, indicating that customers that were originally referred to the workforce centers by their representatives were being encouraged by career specialists to select other training providers. The training provider further stated that customers were not being informed of all of the options available to them for their field of study. Because there was no paperwork in the participants' files to indicate that this step had been completed, the LWIA was unable to document that this mandated review of the eligible training providers' list was indeed occurring.

Policy: Each participant who will enroll in training services will review the Statewide List of Eligible Training providers prior to receiving an Individual Training Account. The Eligible Training Providers' list can be accessed at www.sccommerce.com/wia/ServiceSearch.html.

Upon completion of their review, the participant will complete and sign the Eligible Training Provider List Acknowledgement Form. A copy of this form will be maintained in the participant's file. In the event that a course of study is only offered at a single institution, such notation must be made on the acknowledgement form and signed by the participant.

Action Required: Each intensive services provider must ensure that this instruction and accompanying acknowledgement form is disseminated to all applicable front-line staff and that the procedures outlined are adhered to. The acknowledgement form will be considered a part of the participant file checklist for monitoring purposes.

Questions: Questions regarding this instruction letter should be directed to Joette Dukes, Assistant Workforce Development Director, at (843) 669-3138.



Vickie P. Tyner, Workforce Development Director

*Pee Dee Local Workforce Investment Area
Eligible Training Providers List
Acknowledgement Form*

I, _____, have chosen to pursue a degree/certification in
(Print Customer Name)

_____ at _____
(Name of Program) (Name of School)

I have reviewed the State of South Carolina's listing of eligible training programs at www.sccommerce.com/wia/ServiceSearch.html. The degree/certification and school I have selected are listed on the eligible training providers' list.

Please select one of the following options:

_____ Based on my review of the State's eligible programs list, I understand that multiple training facilities have been approved and offer the same degrees/certifications as the degree/certification I have chosen to pursue. I attest that I have been given an opportunity to consider other existing options and allowed to freely choose the school or program of study I have chosen.

OR

_____ Based on my review of the State's eligible programs list, I understand that no other training facility has been approved and offers the degree/certification I have chosen. I attest that I was allowed to freely choose the program of study in which I will be enrolled.

I understand that, as a Workforce Investment Act (WIA) customer approved for training services, an Individual Training Account (ITA) will be issued for my use at the school of my choice.

Customer Signature

Date