

WIOA *Quick Start* Action Planner (QSAP)

Eligible Training Provider Requirements

The Workforce Innovation and Opportunity Act (WIOA) emphasizes informed consumer choice, job-driven training, provider performance, and continuous improvement. WIOA participants in need of training services to enhance their job readiness or career pathway may access career training from state-approved training providers. WIOA requires states to establish procedures for approving training providers and publishing the list of approved training provider programs in a widely and easily accessible manner. States must maintain a list of eligible training providers' programs accompanied by relevant performance and cost information. Using the list and accompanying information, one-stop center staff can help participants identify training programs in high-demand industries that result in positive outcomes and recognized credentials. This action planner is separated by entity to reflect the differing roles and responsibilities of the State Workforce Agency, and State and local workforce development boards, as well as areas common to both state and local level entities.

Please rate to what extent you agree with the following statements related to the Eligibility Training Provider provisions in WIOA.

KEY

State and Local

State

Local

1 = Not at all

2 = Making progress but a long way to go

3 = Have some of this, sometimes

4 = Yes, in place now

5 = Not only in place but we are excelling



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Section 1

Partnership Engagement and Collaboration

Does your workforce system have the partnerships and collaborative processes needed to implement the WIOA eligible training provider provisions and promote training quality and consumer choice?

Rating (Choose One)

1 – 2 – 3 – 4 – 5

Notes

State and Local Leaders

1. The State Workforce Agency and Local Boards have a clear understanding of the roles and responsibilities required to manage and maintain the eligible training provider (ETP) approval process and the list of ETPs.	1	2	3	4	5	
2. The State Workforce Agency and Local Boards have an aligned vision for quality and consumer choice that will ensure a streamlined application of the eligibility determination procedure and a consistent approach to the dissemination of the list of ETP programs statewide.	1	2	3	4	5	
3. The State Workforce Agency and Local Boards have engaged key stakeholders, including the State Board and regional partners, in a review of the process for approving ETP programs to identify procedural changes needed to comply with WIOA.	1	2	3	4	5	
4. The State Workforce Agency and Local Boards have coordinated in developing the processes for managing the list of ETPs and have collaborated on the policies and procedures for creation, distribution, and maintenance of the list.	1	2	3	4	5	
5. The State Workforce Agency and State and Local Boards have a collaborative relationship with training partners, and employers and industry representatives, that informs the procedure for determining training provider eligibility:						
<ul style="list-style-type: none"> ■ Training providers regularly contribute feedback and ideas regarding the ETP approval process and dissemination of the list of approved providers. 	1	2	3	4	5	



<ul style="list-style-type: none"> Employers and industry representatives regularly contribute feedback and ideas regarding the ETP approval process and dissemination of the list of approved providers. 	1	2	3	4	5	
<ul style="list-style-type: none"> The State Workforce Agency and State and Local Boards have a mechanism for communicating and aligning the vision and strategic plans for the ETP approval process with key training partners, and employers and industry representatives. 	1	2	3	4	5	
6. The State Workforce Agency and State and Local Boards have a collaborative relationship with community organizations, including those focused on training of specific job seeker populations:						
<ul style="list-style-type: none"> The State Workforce Agency and State and Local Boards are familiar with the relevant community organizations and the specific populations they serve, such as immigrants and refugees, migrant workers, older workers, individuals with disabilities or other job seekers needing accommodation, or other target populations. 	1	2	3	4	5	
<ul style="list-style-type: none"> Community organizations regularly contribute feedback and ideas regarding the ETP approval process, dissemination of the list of approved programs and providers, and the usability of the list for their populations. 	1	2	3	4	5	
7. The State Workforce Agency and State and Local Boards have strong partnerships with Registered Apprenticeship programs and are able to easily incorporate Registered Apprenticeship programs on the approved provider list.	1	2	3	4	5	
8. The State Workforce Agency and State and Local Boards engage stakeholders to receive meaningful input on how the process of approving ETPs, and disseminating the list of those providers' programs, can meet the needs of job seekers, employers, and training providers.	1	2	3	4	5	
9. The State Workforce Agency and State and Local Boards have developed an approach for the ETP approval process and dissemination of the list of ETPs that achieves the following for job seekers, employers, and training providers:						
<ul style="list-style-type: none"> Job seekers are able to easily locate approved provider information, such as programs of study, cost, performance outcomes, and other relevant data, to select a provider that meets their needs. 	1	2	3	4	5	
<ul style="list-style-type: none"> Job seekers have sufficient customer choice, including the number of providers and the accessibility of providers. 	1	2	3	4	5	
<ul style="list-style-type: none"> The State and Local Agency can assess if providers are accessible, such as near public transportation. 	1	2	3	4	5	



<ul style="list-style-type: none"> ■ The State and Local Agency can assess if providers are accessible to individuals with disabilities: physically accessible entrances and amenities, and feature websites and instructional material that is compliant with Section 508. 	1	2	3	4	5	
<ul style="list-style-type: none"> ■ Employers agree that the approved programs represent needed occupational skills. 	1	2	3	4	5	
<ul style="list-style-type: none"> ■ Employers feel that the credentials awarded align with their needs. 	1	2	3	4	5	
<ul style="list-style-type: none"> ■ Training providers are able to easily navigate the approval process. 	1	2	3	4	5	
<ul style="list-style-type: none"> ■ Training providers feel they are accurately represented on the provider list. 	1	2	3	4	5	
10. The State Workforce Agency and State and Local Boards have established a communication plan with providers and provide training on the expectations and requirements of becoming an ETP.	1	2	3	4	5	

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<h2>Section 2</h2>	<h3>Infrastructure</h3> <p><i>Does your workforce system have the infrastructure in place to effectively make determinations of eligibility, collect information from training providers, and publicly disseminate the eligible training provider list?</i></p>	<p>Rating (Choose One)</p> <p>1 – 2 – 3 – 4 – 5</p>	<p>Notes</p>

State and Local Leaders						
11. The State Workforce Agency, in collaboration with the State Workforce Development Board (WDB) and Local Boards, have developed a structure to collect providers’ programs performance and cost information required for determination of eligibility.	1	2	3	4	5	
12. The State Workforce Agency, in collaboration with the State WDB and Local Boards, have either an electronic system or a manual process in place to collect and process the required provider information to determine initial and continued eligibility.	1	2	3	4	5	



<p>13. The State Workforce Agency, in collaboration with the State WDB and Local Boards, has either an electronic system or a manual process in place to collect and process the required provider information for continued eligibility.</p>	1	2	3	4	5	
<p>14. The State Workforce Agency, in collaboration with the State WDB and Local Boards, have developed a structure to publicly disseminate the list of ETPs and accompanying provider program information widely and in an easily accessible format.</p>	1	2	3	4	5	
<p>15. The State Workforce Agency, in collaboration with the State WDB and Local Boards, have an understanding of how job seekers and one-stop staff access and use the list of ETPs and incorporate one-stop staff and job seeker input to ensure that the list of ETPs is easily available to job seekers, including those with disabilities.</p>	1	2	3	4	5	
<p>16. The State Workforce Agency, in collaboration with the State WDB and Local Boards, have a mechanism for keeping the information on the list current (allowing for updated information in between biennial reviews) that minimizes the burden for training providers and state and local workforce system staff.</p>	1	2	3	4	5	

State Leaders Only

<p>17. The State Workforce Agency has the mechanisms in place to include the following required information on the list of ETPs:</p>						
<ul style="list-style-type: none"> ■ Recognized post-secondary credentials offered. 	1	2	3	4	5	
<ul style="list-style-type: none"> ■ Performance information. 	1	2	3	4	5	
<ul style="list-style-type: none"> ■ Cost information. 	1	2	3	4	5	
<ul style="list-style-type: none"> ■ Provider information supplied to meet the Governor’s eligibility procedure. 	1	2	3	4	5	
<ul style="list-style-type: none"> ■ Additional information as the Governor determines appropriate. 	1	2	3	4	5	



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Section 3

Initial Eligibility of Training Providers

Does your workforce system have the procedures and mechanisms in place to effectively implement the initial eligibility provisions in WIOA?

Rating (Choose One)

1 – 2 – 3 – 4 – 5

Notes

State and Local Leaders

<p>18. The State Workforce Agency and State and Local Boards have implemented a procedure for determining the initial eligibility of training providers.</p>	1	2	3	4	5	
<p>19. The State Workforce Agency and Local Boards have the ability to collect and evaluate the following factors that must be taken into account in developing the criteria for initial eligibility:</p>						
<ul style="list-style-type: none"> ■ Description of each program of training services to be offered. 	1	2	3	4	5	
<ul style="list-style-type: none"> ■ Information addressing a factor related to the indicators of performance (which include unsubsidized employment in the second quarter after exit, unsubsidized employment in the fourth quarter after exit, median earnings, and credential attainment). 	1	2	3	4	5	
<ul style="list-style-type: none"> ■ Description of whether the provider is in a partnership with a business. This could include information about the quality and quantity of employer partnerships. 	1	2	3	4	5	
<ul style="list-style-type: none"> ■ Other information the State requires to demonstrate high-quality training services, including a program of training services that leads to a recognized post-secondary credential. 	1	2	3	4	5	
<ul style="list-style-type: none"> ■ Information that addresses alignment of the training services with in-demand industry sectors and occupations, to the extent possible. 	1	2	3	4	5	
<p>20. The State Workforce Agency and State and Local Boards have investigated and identified additional performance factors that will be considered when evaluating provider eligibility. The additional performance criteria are relevant to other job seeker outcomes, services or outcomes to disadvantaged populations, and/or are aligned with employer interests.</p>	1	2	3	4	5	



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Section 4	Continued Eligibility of Training Providers	<i>Rating (Choose One)</i> 1 – 2 – 3 – 4 – 5	<i>Notes</i>
	<i>Does your workforce system have the procedures and mechanisms in place to effectively implement the continued eligibility provisions in WIOA?</i>		

State and Local Leaders

21. The State Workforce Agency and State and Local Boards have developed a procedure for determining the continued eligibility of training providers' programs.	1	2	3	4	5	
22. The State Workforce Agency and Local Boards have the ability to determine the degree to which training programs relate to in-demand industry sectors and occupations in the state:						
■ Access to high-quality labor market information that is regularly used in training provider approval decisions.	1	2	3	4	5	
■ A process for identifying in-demand industries/occupations using labor market information.	1	2	3	4	5	
■ An approach for considering in-demand industry/occupational needs in training provider eligibility determination.	1	2	3	4	5	
■ Engagement of key stakeholders, including employers and education partners, to identify in-demand credentials.	1	2	3	4	5	
■ Incorporation of key stakeholder credential considerations into training provider eligibility determination.	1	2	3	4	5	
23. The State Workforce Agency and Local Boards have the ability to collect and evaluate the following factors that must be taken into account in developing criteria for continued eligibility:						
■ The performance of providers' programs on the WIOA performance accountability measures, or alternate factors related to performance until the WIOA performance indicator data becomes available.	1	2	3	4	5	
■ Access to training services through the use of technology.	1	2	3	4	5	
■ Information reported to state agencies on federal and state training programs other than programs within WIOA title I-B.	1	2	3	4	5	



■ State licensure/or accreditation requirements of training providers.	1	2	3	4	5	
■ The use of industry-recognized certificates and credentials.	1	2	3	4	5	
■ The ability of providers to offer programs that lead to post-secondary credentials.	1	2	3	4	5	
■ The quality of the program of training services, including a program that leads to a recognized post-secondary credential.	1	2	3	4	5	
■ The ability of the providers to provide training services to individuals who are employed and individuals with barriers to employment, which includes the ability to provide reasonable accommodations to address barriers due to disability.	1	2	3	4	5	
■ Whether the providers have submitted timely and accurate eligible training provider performance reports.	1	2	3	4	5	
■ Access to training services throughout the state, including in rural areas.	1	2	3	4	5	
■ Other factors that the Governor determines are appropriate in order to ensure: the accountability of providers; that one-stop centers in the state will meet the needs of local employers and participants; and that participants will be given an informed choice among providers.	1	2	3	4	5	

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Section 5	Local Eligibility for Training Providers	<i>Rating (Choose One)</i> 1 – 2 – 3 – 4 – 5	<i>Notes</i>
	<i>Local leaders considering implementation of locally-based criteria for provider approval on the eligible training provider list in their local area are encouraged to complete this section.</i>		

Local Leaders Only

24. Our Local Board has consulted with stakeholders regarding the optional local board criteria for training provider eligibility.	1	2	3	4	5	
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25. Our Local Board has identified the additional criteria, if any, it will incorporate into the local process:						
<ul style="list-style-type: none"> Information on programs of training services that are linked to occupations in demand in the local area. 	1	2	3	4	5	
<ul style="list-style-type: none"> Performance and cost information, including program-specific performance and cost information, for the local outlet(s) of multi-site eligible providers. 	1	2	3	4	5	
<ul style="list-style-type: none"> Information that shows how programs are responsive to local requirements. 	1	2	3	4	5	
<ul style="list-style-type: none"> Other appropriate information related to the objectives of WIOA such as participant satisfaction or other Local Board-determined factors. 	1	2	3	4	5	
26. Our Local Board has consulted with the State Workforce Agency regarding the optional Local Board criteria for provider eligibility. It has aligned any additional criteria it will incorporate into the local process with the state vision.	1	2	3	4	5	
27. The local process and criteria has been shared with stakeholders and is publically available.	1	2	3	4	5	

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Section 6	Biennial Review of Providers	<i>Rating (Choose One)</i> 1 – 2 – 3 – 4 – 5	<i>Notes</i>
	<i>Does your workforce system have the procedures and mechanisms in place to effectively implement the biennial review of provider provisions in WIOA?</i>		

State and Local Leaders

28. The State Workforce Agency and State and Local Boards have developed a procedure to conduct a review of all training providers at least every two years.	1	2	3	4	5	
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29. The State Workforce Agency and State and Local Boards understand their roles and responsibilities for conducting biennial provider reviews to ensure standard implementation statewide.	1	2	3	4	5	
30. The State Workforce Agency and Local Boards have the ability to conduct the reviews in a timely manner.	1	2	3	4	5	
31. The State Workforce Agency and State and Local Boards have considered and defined “other factors related to performance” to be used for biennial reviews until WIOA performance outcomes become available.	1	2	3	4	5	

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<h2>Section 7</h2>	<h3>Registered Apprenticeship</h3> <p><i>Under WIOA, Registered Apprenticeship programs that request to be eligible training providers are automatically included on the provider list. Governors must reach out to individual Registered Apprenticeship programs to determine their interest in being eligible training providers. Does your workforce system partner with the Registered Apprenticeship system and have the mechanisms in place to include Registered Apprenticeship programs on the provider list?</i></p>	<p>Rating (Choose One)</p> <p>1 – 2 – 3 – 4 – 5</p>	<p>Notes</p>
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<h2>State and Local Leaders</h2>						
32. The State Workforce Agency and State and Local Boards have a process in place to reach out to individual Registered Apprenticeship programs and incorporate them onto the approved provider list (with minimal burden).	1	2	3	4	5	



<p>33. The State Workforce Agency and State and Local Boards have conducted outreach to Registered Apprenticeship programs to confirm their participation as ETPs and obtain the necessary information, including a basic overview of the program, for the approved provider list.</p>	1	2	3	4	5	
<p>34. The workforce system, at both the state and local levels, work regularly with representatives from the state apprenticeship office (the Office of Apprenticeship or the State Apprenticeship Agency) and are collaboratively working on the inclusion of Registered Apprenticeship programs on the list of ETPs.</p>	1	2	3	4	5	
<p>35. One-stop center staffs are familiar with the Registered Apprenticeship programs on the list of ETPs and advise participants about these programs for training.</p>	1	2	3	4	5	
<p>36. The data-sharing necessary to include Registered Apprenticeship programs on the list of ETPs is occurring between the State Workforce Agency and the Office of Apprenticeship or State Apprenticeship Agency.</p>	1	2	3	4	5	
<p>37. Information on Registered Apprenticeship programs that are ETPs is being shared with local one-stop centers.</p>	1	2	3	4	5	

