



**JUNE 1, 2023**

**TO:** All Western Piedmont Workforce Development Area Title I Service Providers

**SUBJECT:** Occupational Trainings, Individual Training Accounts and Cost Tracking Process Policy

**EFFECTIVE DATE:** Immediately

**EXPIRATION DATE:** Indefinitely

**CONTACT:** Workforce Development Program Manager

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Charity Patterson Hamber (Jun 1, 2023 11:58 EDT)

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Charity Patterson Hamber  
Workforce Development Director

## OCCUPATIONAL TRAININGS, INDIVIDUAL TRAINING ACCOUNTS AND COST TRACKING PROCESS POLICY

**PURPOSE:** To provide guidance on approved Occupational Trainings, Individual Training Accounts (ITAs) and Cost Tracking Process for Western Piedmont Workforce Development Area (WPWDA). *To rescind Occupational Trainings, Individual Training Accounts and Cost Tracking Process Policy dated October 20, 2022.*

**BACKGROUND:** The Workforce Innovation and Opportunity Act (WIOA) requires that training services provided through ITAs be directly linked to occupations that are in demand in the Local Area. Western Piedmont Workforce Development Board has approved a list of Occupational Trainings (Attachment A). An ITA is established on behalf of the WIOA Title I participant (herein referred to as participant) to help pay for training services. Training services are provided by eligible providers who are on the NC Eligible Training Providers List found in [ncworks.gov](http://ncworks.gov) and are chosen by the participant in consultation with the Career Advisor. WPWDA maintains a lifetime WIOA training funds limit of \$8,600 for each eligible participant. To ensure accurate tracking and timely reimbursement of training costs, the Title I Service Provider (herein referred to as service provider) is to maintain records of each participant's support and training expenditures.

**PROCEDURE:** Occupational trainings for participants must be on the Western Piedmont Workforce Development Board's approved list (Attachment A). In addition, the training provider and training program must be on the NC Eligible Training Providers List found in [ncworks.gov](http://ncworks.gov). If the training provider and/or training program are not listed, approval of additional training providers and programs can be requested by making a request to the Workforce Development Program Manager. To request approval, the service provider will follow the process outlined below:

1. The service provider must check the WPWDA's current Occupational Trainings (Attachment A) list to assure the training program/occupation is listed.
2. The service provider must research the training program/occupation for the current outlook for employment specific to WPWDA to determine with viability of the training.
3. The service provider must check [ncworks.gov](http://ncworks.gov) to determine whether or not the program is available and what training providers are already offering the training.
4. If the training program is listed in [ncworks.gov](http://ncworks.gov), the service provider must confirm it has been approved for WIOA. If approved for WIOA, the service provider may proceed with enrollment of the participant.
5. If the training is not listed in [ncworks.gov](http://ncworks.gov), the service provider must complete the New WIOA Training Provider/Program Request (Attachment B) and submit to the Workforce Development

Program Manager by email. Only forms that provide accurate and complete information will be considered. Allow 5 business days for a response. Once a decision is made the Workforce Development Program Manager or Program Coordinator will notify the service provider by email of the decision.

Special situations may be approved by the Workforce Development Program Manager with proper documentation.

ITA Scholarship Vouchers are to be issued to the training provider to incur the cost of curriculum tuition, fees, books and tools of the trade for WIOA Adults, Dislocated Workers and Out-of-School Youth. In-School Youth who have completed high school should be co-enrolled as an Adult and handled as an In-School Youth post-secondary so an ITA Scholarship Voucher can be issued. Career Advisors need to enter a case note in ncworks.gov for In-School Youth co-enrolled with Adult. Tools of trade are defined as items required specifically for training which does not include tuition, books, fees or healthcare requirements such as immunizations. Tools of trade are not items required for paid/unpaid internships or OJT placements. The Career Advisor must take into account the actual cost of training as it relates to the total allowable training amount for each participant based on their selected curriculum. Once the final amount is determined, the Career Advisor will create the service provider's invoice and attach the approved ITA Scholarship Voucher with the supporting documentation and submit to the service provider Program Manager or Program Coordinator for review and reimbursement processing. The service provider's invoice, ITA Scholarship Voucher and supporting documents are to be uploaded in the participant's file in ncworks.gov. ITA Scholarship Vouchers must be submitted and paid in the same program year that training takes place. WIOA funds for ITA Scholarship Vouchers count towards the participant's lifetime limit.

In the event the total cost of an approved training program is expected to exceed the reasonable and customary cost of WIOA funded training, whether at a community college, university or proprietary provider, the Career Advisor must request special approval from the Western Piedmont Program Manager to use WIOA funds. On a case-by-case basis, students required to pay out-of-state tuition must be at least 50% completed with their training. Reasonable and customary cost of WIOA funds is 4,300.00 per year or the \$8,600.00 lifetime maximum. Special approval by the Western Piedmont Program Manager will need to be requested for amounts over \$5,000.00 per year.

In order to be approved for use of WIOA funds for a costly occupational training, a documented plan must be placed to cover the cost of training. The Request for Approval of the Use of WIOA Funds for Costly Occupational Training (Attachment C) must be completed and submitted to the Workforce Development Program Manager. Allow 5 business days for a response. When a decision has been made, the Workforce

Development Program Manager will notify the Career Advisor by email of the decision.

A Purchase Order can be issued and used for the following:

- To incur the costs of short-term training for WIOA Adults, Dislocated Workers and Out-of-School Youth. Once the training provider's invoice has been received, the Career Advisor will create the service provider's invoice and attach the training provider's invoice, copy of the Purchase Order and course syllabus stating what the training was for and submit to the service provider Program Manager or Program Coordinator for review and reimbursement processing. The service provider's invoice, training provider's invoice, copy of Purchase Order and course syllabus are to be uploaded in the participant's file in ncworks.gov. The service provider's invoice must be submitted and paid in the same program year in which the training takes place.
- To incur other training related costs from another vendor such as a uniform company. Once the vendor's invoice for these costs has been received, the Career Advisor will create the service provider's invoice, attach the vendor's invoice, copy of the Purchase Order and course syllabus stating the items purchased were required and submit to the service provider Program Manager or Program Coordinator for review and reimbursement processing. The service provider's invoice, vendor's invoice, copy of the Purchase Order and course syllabus are to be uploaded in the participant's file in ncworks.gov. The service provider's invoice must be submitted and paid in the same program year the purchase was made.

WIOA funds for Purchase Orders count towards the participant's lifetime limit.

A Support Purchase Order can be issued and used for the following:

- To incur the cost of short-term training for In-School Youth while they are enrolled in high school. Once the training provider's invoice has been received, the Career Advisor will create the service provider's invoice and attach the training provider's invoice, copy of the Support Purchase Order and course syllabus stating what the training was for and submit to the service provider Program Manager or Program Coordinator for review and reimbursement processing. The service provider's invoice, training provider's invoice, copy of the support Purchase Order and course syllabus are to be uploaded in the participant's file in ncworks.gov. The service provider's invoice must be submitted and paid in the same program year in which the training takes place.
- To incur Finish Line Grant assistance or emergency assistance from another vendor such as car repairs, utility payment, etc. Once approval is given by the Workforce Development Program

Manager for this type of assistance, the Career Advisor will create the service provider's invoice and attach the vendor's invoice, copy of the Support Purchase Order and any additional supporting documentation and submit to the service provider Program Manager or Program Coordinator for review and reimbursement processing. The service provider's invoice, vendor's invoice, copy of the Support Purchase Order and additional supporting documentation are to be uploaded in the participant's file in ncworks.gov. The service provider's invoice must be submitted and paid in the same program year the assistance was given.

WIOA funds for Support Purchase Orders to incur the cost of short-term training for In-School Youth do not count towards the participant's lifetime limit.

The service provider's invoice may be used for payments issued directly to a vendor. At no time will a participant receive a reimbursement check unless extenuating circumstances are documented and approved by the Title I Program Manager. **In the event a participant reimbursement is approved, the following should be submitted to the Program Manager or Program Coordinator for review and reimbursement processing:**

- The receipt for payment must be printed with the participant's name and not handwritten.
- The course syllabus stating the item purchased was required.

**PLUS:**

- A copy of the credit card/bank statement showing the account holder's name (printed not handwritten), last 4 digits of the account number and noting (highlighted or underlined) the corresponding charge; OR
- a copy of the cancelled check/bank statement; OR
- a copy of the transaction statement from the online account including the last four (4) digits of the account number and a copy of the card used showing the name of the participant and the matching last 4 digits of the card number used for payment and noting (highlighted or underlined) the corresponding charge.

There will be no reimbursement for purchases made with cash.

Note: Support Services are available based on annual budget allocations and are not required to be provided.

In the event that a Third Party Payer makes a purchase on behalf of the participant, the payer must complete the WIOA Agreement with Third Party Payer form (Attachment D). **The Career Advisor will create the service provider's invoice and submit to the service provider Program Manager or Program Coordinator for review and reimbursement processing, attaching the following:**

- The Third-Party Payer form (Attachment D).
- The receipt for payment.
- The course syllabus stating the item purchased was required.

**PLUS**

- A copy of the credit card/bank statement showing the account holder's name (printed not handwritten), last 4 digits of the account number and noting (highlighted or underlined) the corresponding charge; OR
- the cancelled check/bank statement showing the payment;
- a copy of the transaction statement from the online account including the last four (4) digits of the account number and a copy of the card used showing the name of the participant and the matching last 4 digits of the card number used for payment and noting (highlighted or underlined) the corresponding charge.

The service provider's invoice, WIOA Agreement with Third Party Payer (Attachment D), receipt and copy of the credit card/bank statement or cancelled check/bank statement and course syllabus are to be uploaded in the participant's file in ncworks.gov. The reimbursement check will be mailed directly to the Third Party Payer. The service provider's invoice must be submitted and paid in the same program year the purchase was made. There will be no reimbursement for purchase made with cash.

WIOA funds may be used to pay for participant's cap and gown for graduation. The course syllabus listing these items will need to be submitted along with the invoice as supporting documentation. A graduation announcement may be used as supporting documentation if the course syllabus does not list the cap and gown.

The Career Advisor is to track the expenditures for each participant so the participant's lifetime training does not exceed WPWDA lifetime limit. Also, the support funds utilized by each participant are to be tracked. There are no lifetime limits for childcare or mileage, however, the Finish Line Grant does have a limit (see the WPWDA Finish Line Grant Policy located at <https://www.wpcog.org/policy-statements>).

If changes are needed on an ITA Scholarship Voucher, Purchase Order, Support Purchase Order or service provider's invoice the item to be changed must have a single line drawn through and initialed or the document may be voided and reissued. If the community college has signed the ITA Scholarship Voucher and a change is needed, the voucher is to be voided and reissued. Under no circumstances are any forms of white-out or correction tape to be used to make corrections. Changes must be approved by the Career Advisor or their Supervisor.

## Western Piedmont Workforce Development Board Occupational Trainings

Section 134(c)(3)(G)(iii) of the Workforce Innovation and Opportunity Act (WIOA) requires that training services provided through Individual Training Accounts (ITA) be directly linked to occupations that are in demand in the Local Area. Based on labor market information, the following occupations are considered in demand in the Local Area. These occupations generally offer competitive wages averaging over \$10.00 per hour, provide employment benefits, and the required training can be completed in two years, or less. Other occupational training may also be considered when supporting documentation (such as employer attestation) indicates there are employment opportunities available.

### **Administrative Support Occupations**

Customer Service Representatives  
Executive Secretaries and Administrative Assistant  
Legal Secretaries  
Medical Secretaries  
Office Clerks, General  
Receptionists and Information Clerks

### **Agriculture**

Horticulture  
Landscaping Technician  
Turfgrass Management, Groundskeeper

### **Architecture and Engineering Occupations**

Civil Engineering Technicians  
Electrical and Electronic Engineering Technicians  
Electrical and Electronics Drafters  
Environmental Engineering Technicians  
Industrial Engineering Technicians  
Mechatronics

### **Community and Social Services Occupations**

*Cosmetologist/Hairdresser*  
Social and Human Service Assistants  
Social Workers  
Training and Development Specialist

### **Computer and Mathematical Occupations**

Computer Software Engineers, Applications *Developers* \*  
Computer Software Engineers, Systems Software *Developers* \*  
Computer Support Network Specialists \*  
Computer Systems Analysts  
Database Administrators  
Network and Computer Systems Administrators  
Network Systems and Data Communications Analysts

**Construction and Extraction Occupations**

Carpentry  
Construction and Building Inspectors  
Construction Managers  
Electricians\*  
Operating Engineers and Other Construction Equipment  
Masonry/Tile Cutting  
Pipe Layers\*  
Plumbers, Pipefitters, and Steamfitters\*

**Education, Training and Library Occupations**

Elementary Education Teacher  
Library Technicians  
Middle School Education Teacher  
Pre-School Teachers  
Secondary Education Teacher  
Special Education Teachers; Pre-School, Kindergarten, Elementary  
Teachers Assistant  
Vocational Educational Teachers

**Financial Services**

Accountant  
Accounting Clerk  
Auditor  
Financial Manager  
Wealth Management/Financial Analyst

**Green Occupations**

Solar Power Installer  
Sustainability Systems Specialist/Manager  
Weatherization Specialist  
Weatherization Technician  
Wind Energy Technician (formerly Wind Turbine Fabricator)  
Wind Service Technician (formerly Wind Turbine Mechanic)

**Healthcare Practitioners and Technical Occupations**

Cardiovascular Technicians  
*Dental Assistant*  
*Dental Hygiene*  
Emergency Medical Technicians and Paramedics  
Licensed Practical and Licensed Vocational Nurses  
*Massage Therapists*  
Medical Assistant  
Medical and Clinical Laboratory Technicians  
Medical Records and Health Information Technicians  
Phlebotomists  
Polysomnography  
Physical Therapists  
Psychiatric Technicians  
Radiology Technicians  
Registered Nurses



**Healthcare Practitioners and Technical Occupations** *(continued)*

Respiratory Therapists  
Respiratory Therapy Technicians  
Sonography Technician  
Speech, Language Pathology  
Surgical Technologists  
Ultra Sound Technicians  
Veterinary Technologists and Technicians

**Healthcare Support Occupations**

Biomedical Equipment Technician  
Biotechnology  
Certified Nurse Assistant  
Diagnostic Medical Sonography  
Home Health Aides  
Medical Billing/Coding  
Medical Lab Technicians  
Medical and Public Health Workers  
Nursing Aides, Orderlies and Attendants  
Occupational Therapists

**Hospitality Industry**

Chef  
Culinary Arts

**Installation, Maintenance, and Repair Occupations**

Automotive Service Technicians and Mechanics\*  
Autobody Repair\*  
Bus and Truck Mechanics and Diesel Engine Specialists\*  
Electric Lineman\*  
Electrical and Electronics Installers and Repairers  
Electronics Engineer  
Heating, Air Conditioning, and Refrigeration Mechanics\*  
Industrial Machinery Mechanics  
Maintenance Technician  
Mechatronics  
Mobile Heavy Equipment Mechanics  
Plumber  
Telecommunications Line Installers and Repairers\*

**Legal Occupations**

Paralegals and Legal Assistants

**Production Occupations**

CNC Machine Operators – Metal, Plastic, Wood  
Inspectors, Testers, Sorters, Samplers, and Weighers  
Machinists\*  
Upholsterer, Sewer, Cutter, Spring-Up  
Welders, Cutters, Solderers and Brazers\*

**Protective Service Occupations**

Animal Control Workers  
Correctional Officers and Jailers

EMS

Police and Sheriff's Patrol Officers

**Sales**

Real Estate Agents  
Sales Agent  
Marketing & Public Relations  
Marketing Coordinator, Manager, Associate

**Transportation and Material Moving Occupations**

Logistics  
Transportation Storers and Distribution Warehousing  
Truck Drivers, Heavy and Tractor-Trailer  
Truck Drivers, Light or Delivery Services

Note: \* Non-traditional occupations for women

Changes in italics

Approved by the Western Piedmont Workforce Development Board on June 27, 2019.

**Source Documentation**

[www.nccommerce.com/lead](http://www.nccommerce.com/lead)

[www.ncworks.gov](http://www.ncworks.gov)

**Western Piedmont Workforce Development  
New WIOA Training Provider/Program Request**

Training Program requested to be added: \_\_\_\_\_

Training Provider: \_\_\_\_\_

Is Training Program in ncworks.gov? \_\_\_\_\_

Continuing Ed/Short Term Training: \_\_\_\_\_ Curriculum: \_\_\_\_\_

Length of training: \_\_\_\_\_ Certificate/Diploma: \_\_\_\_\_

Credit hours and costs should be computed based on total program.

Credit hours: \_\_\_\_\_

Tuition: \_\_\_\_\_

Fees: \_\_\_\_\_

Books: \_\_\_\_\_

Tools of Trade: \_\_\_\_\_

Total Cost: \_\_\_\_\_

Additional information (as applicable):

\_\_\_\_\_  
\_\_\_\_\_

Requested by: \_\_\_\_\_ Date: \_\_\_\_\_

Email to [Donna.Gilbert@wpcog.org](mailto:Donna.Gilbert@wpcog.org)

***This section to be completed by WPWDA Staff***

Decision: \_\_\_\_\_ Date: \_\_\_\_\_

Recorded in ncworks.gov: \_\_\_\_\_ Date: \_\_\_\_\_

## Western Piedmont Workforce Development Request for Approval of the Use of WIOA Funds For Costly Occupational Training

Training Area: \_\_\_\_\_

Training Provider: \_\_\_\_\_

Continuing Ed/Short Term Training: \_\_\_\_\_ Curriculum: \_\_\_\_\_

Length of training: \_\_\_\_\_ Certificate/Diploma: \_\_\_\_\_

Credit Hours: \_\_\_\_\_

Reason for Request: \_\_\_\_\_

\_\_\_\_\_

### Training Cost Detail

Component	Amount
Tuition	
Fees	
Books	
Tools of Trade	
<b>Total</b>	

### Financial Resources in Place to Fully Cover the Cost of Training Listed Above

(use additional page if needed)

Source	Amount	Duration

Additional information (as applicable): \_\_\_\_\_

\_\_\_\_\_

Requested by: \_\_\_\_\_ Date: \_\_\_\_\_

**Email to:** [Donna.Gilbert@wpcog.org](mailto:Donna.Gilbert@wpcog.org)

### *This section to be completed by WPWDA Staff*

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_

Recorded in ncworks.gov: \_\_\_\_\_ Date: \_\_\_\_\_

## Western Piedmont Workforce Development WIOA Agreement with Third Party Payer

Participant Name: \_\_\_\_\_

Date: \_\_\_\_\_

I, the Third Party Payer, allowed \_\_\_\_\_  
(Participants Full Name) to purchase his/her required items online for  
\_\_\_\_\_ (Training Program) at a cost of  
\$\_\_\_\_\_ using my credit card/checking account with the understanding that I  
would be reimbursed for the purchases.

In order to be reimbursed, a receipt along with the statement showing the charge or cancelled check must be submitted with the account holders name printed (not handwritten) **or a copy of the transaction statement from the online account including the last four (4) digits of the account number and a copy of the card used showing the name of the participant and the matching last 4 digits of the card number used for payment, and noting (highlighted or underlined) the corresponding charge.** I understand that the payment will be mailed directly to me and should be mailed to the address below:

Mailing Address for reimbursement \_\_\_\_\_

Physical Address (if different) \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Contact Number \_\_\_\_\_

Third Party Payer Name Printed: \_\_\_\_\_

Third Party Payer Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Participant Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Career Advisor Signature: \_\_\_\_\_

Date: \_\_\_\_\_






# Occupational Trainings, ITAs and Cost Tracking Policy\_Final\_06012023

Final Audit Report

2023-06-01

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