

West Central Arkansas Workforce Development Board  
Larry Carr, Chairman  
P O Box 6409, Hot Springs, AR 71902

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**Individual Training Account  
Policies & Procedures**

**Purpose:**

To establish a policy for providing Individual Training Accounts (ITAs) for Workforce Innovation and Opportunity Act (WIOA) eligible adult, dislocated worker, and youth participants. This policy provides guidelines for the West Central Workforce Development Area in which the ITAs will be issued and maintained.

ITAs are one training option available to eligible and appropriate participants when it is determined by a WIOA staff person that they will be unlikely or unable to obtain or retain employment that leads to self-sufficiency.

**Policy:**

Training services (except on-the-job training (OJT) and customized training) will be provided through the use of ITAs and received by WIOA eligible individuals through the One-Stop delivery system. If the eligible individual is determined to need training in order to obtain appropriate employment or upgrade employment, that individual will be issued an ITA voucher. The ITA shall be used in exchange for skill training that is directly linked to occupations in demand, by using training providers on the approved list of eligible training providers. This training may be course work that leads to a certificate, undergraduate degree, associate degree, or a competency that is recognized by employers. Also, the training may provide the individual with additional skills generally recognized by employers. Other sources of funding must first be sought before WIOA funding is approved.

- Participants must be determined WIOA eligible by WIOA staff.
- Participants will be apprised of the occupations that are in demand in the local area and/or in areas in which the participant is willing to relocate. Skills that are required for these occupations will be reviewed by using the approved Eligible Training Provider (ETP) List, school catalogue, etc. ITAs will not be issued for any program not on the approved West Central approved training provider list.
- The ITA policy will be reviewed with each client to ensure that the client has an understanding of the policy. Participants who have less than 12 hours mandated in the Fall or Spring semester will be allowed to enroll in an additional course to remain a full-time student. Adjustments to the required 12 hours may be approved on a case by case basis by Local Board Staff

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- Individual may access the list of eligible providers and approved training programs electronically by using the Arkansas consumer Report System (ACRS) or by staff assistance at the Arkansas Workforce centers.
- ITAs will not be issued without a degree plan from training provider. If changes are made, the degree plan will need to be updated and placed in the participant's file.
- An ITA will cover cost for Tuition, required Fees, required Supplies, and other necessary items for students enrolled in postsecondary education classes. Tuition amount will be determined on a semester to semester basis dependent upon availability of funding and discretion of management. Any exception made for covering the cost of books, supplies, and additional fees/exams will be based on availability of funding and discretion of management. The amount and duration of an ITA award shall be determined on an individual basis. Funding amounts will take into account any other financial assistance available to the participant. In order to follow guidance in Issuance 19-09, beginning July 1, 2020, Arkansas policy is that WIOA title I-B funds may be used for tuition and institutional fees for Occupational Skills Training only when other grants and scholarships (excluding VA-funded training benefits) are insufficient to cover the cost of tuition and fees charged by the institution. In those cases, WIOA title I funds may supplement other sources to make the total grants and scholarships the total amount of tuition and institutional fees.

A WIOA title I-B participant may enroll in WIOA-funded training while his or her application for a Pell Grant is pending, as long as the local WIOA title I-B program has made arrangements with the training provider and the WIOA participant regarding allocation of the Pell Grant, if it is subsequently awarded. In that case, the training provider must reimburse the WIOA funds used to underwrite the training for the amount the Pell Grant covers, including tuition and any education fees the training provider charges to attend training. Reimbursement is not required from the portion of Pell Grant assistance disbursed to the WIOA participant for other education-related expenses.

- Duration of ITA – The duration of an ITA will be limited two-year programs. Definition of 2-year program: Programs which can normally be completed in a 4-semester time frame. The two-year duration will not apply to programs that are less than two years. WIOA participants working toward a Bachelor's degrees may be funded through the ITA system **only** if completion can occur within the four-semester time frame. WIOA participants will be afforded one additional semester to allow for successful completion, if needed. Any exceptions to the two-year limit must be granted by Local Board staff. ITA's **will not** be used for any courses that are considered *pre requisite* before participant can be accepted into their program of study. Example: In order to be admitted into the 2 year RN program certain courses have to be completed before the student is accepted into the RN program. WIOA participants who are currently attending post-secondary school must have a cumulative GPA of 2.5 before they will be eligible for WIOA training services. WIOA participants must maintain the minimum grade point average that the

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school requires but not less than 2.0. Any participant who fails to make this will be given one semesters' probation. Failure to improve within that time will be exited from training. Unsatisfactory grades, non-attendance, withdrawing from classes, etc. may also be valid reasons to not issue an ITA for the next semester. WIOA participants may retake dropped or failed courses at their own expense. Customers requiring remediation will be referred to Adult Ed to attain the required skills before being issued an ITA.

- Duration of Training – WIOA will fund:
  1. Short-term training (less than one year)
  2. One-year certificate programs
  3. Associate degree programs
  4. Bachelor degree programs – The last two years of a four year degree. The client must have completed enough semester hours to be classified as a junior by the institution. The hours accrued must count towards the degree that participant is seeking WIOA funding. Participant must be capable of completing the degree within two years.

Note: For individuals with substantial barriers to employment an extended length of time and amount of ITA funding may be granted. This determination will be on a case-by-case basis and must be approved by Local Board staff.

- Limits on Amount of ITA – The cap amount of an ITA is limited to a maximum of \$8,000 per program year (July 1<sup>st</sup> – June 30). WIOA will pay for required books, required fees, required school supplies, and other necessary required items for students enrolled in postsecondary education classes. These are considered supportive services, but will also be reported as part of the ITA total funding. A new ITA must be completed at the beginning of the new Program Year if participant meets all the necessary requirements to continue receiving WIOA funding.
- Out-of-State Tuition – WIOA will not be responsible for out-of-state tuition. Participants who relocate to the West Central area from another state may not comply with the institution's policy on in-state tuition. A participant who has been determined eligible under WIOA and is billed out-of-state tuition will be responsible for the difference between out-of-state and in-state tuition.
- Enrollments of WIOA applicants outside the West Central service area will be done on a case-by-case basis, at the discretion of the Local Board Staff. Permission and reason for non-service must be documented from applicant's original area and placed in the applicant's file.

**Procedures:**

- Coordination of Funds – Career advisors will begin completing the ITA for the participant. Career advisors are required to check each ITA for compliance related to

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tuition/fees, books, supplies and additional fees and exams to ensure that no duplication of services is attempted. Career advisors must work closely with the training providers' financial aid office to ensure that training funds have been coordinated to not exceed the cost of attendance and not duplicate funding. Career advisor will seek other available sources of funding before WIOA funding is approved. This may consist of referrals to appropriate agencies, institutions and assistance in applying for other grant sources. Documentation such as scholarship awards, Pell grant award letters, and other awards must be submitted to the career advisor when received by the client. WIOA funds will be used as a supplement to all other sources of training grants. The client will incur all other costs.

- Issuance of ITA - ITA (Attachment A) will be issued by the WIOA staff. The training provider must complete the training provider portion of the ITA. The participant and institutional staff must sign the ITA. WIOA Title-IB will not be liable for any charges made before the sign and date the Approval of Enrollment by the career advisor.
- Tracking of ITA - Career advisor must send the WIOA coordinator an Excel copy of each participant's ITA. Career advisors will be responsible for reviewing all bills and sign off on each one before sending the bill to the WIOA Coordinator. Upon approval from WIOA Coordinator, the bill will be submitted to the fiscal department for payment to the approved training provider or vendor. Career advisor will complete a new ITA at the beginning of each Program Year.

Larry Carr  
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6-11-20  
Date

Date Approved: 6-11-20

WDB is an equal opportunity employer and provider of employment and training services. Auxiliary aids and services are available upon request to persons of disability.