

# Rivers East Workforce Development Board

---

1502 N Market Street, Suite A  
Washington, NC 27889  
Tel: (252) 946-8043 / Fax: (252) 946-5489



RIVERS EAST LA ISSUANCE 2021-10 CHANGE 1


**SUBJECT:** RIVERS EAST INDIVIDUAL TRAINING ACCOUNT (ITA) Voucher Policy

**PURPOSE:** To update the issuance to note a 2.0 cumulative GPA to continue receiving WIOA assistance and to clarify paying for repeat classes and tests/assessments. In addition, the policy was updated to clarify WIOA funds paying for “stackable” credentials.

**ACTION:** Service providers should review the policy for updates as well as use the attached FAA and ITA for WIOA Adults, Dislocated Workers, and Youth training programs.

**EFFECTIVE DATE:** July 1, 2021

**REVISION DATE:** September 7, 2022

  
\_\_\_\_\_  
Jennie Bowen  
Workforce Development Director

Attachment

---

Serving: Beaufort County • Bertie County • Hertford County • Martin County • Pitt County

Mid-East Commission • Workforce Development Department  
“Committed Equal Opportunity Employer/Programs”

“Auxiliary aids and services are available upon request to individuals with disabilities.” Relay numbers for the Hearing Impaired: (TT) 1-800-712-6600 (voice) 1-800-735-8262  
[www.mideastcom.org](http://www.mideastcom.org)

The following policies apply to Rivers East FAAs/ITAs Vouchers:

1. ITAs will be issued in Rivers East by the Title 1 Career Advisor for classroom training and paid by the WIOA Adult, Dislocated Worker, and Youth service provider.
2. Service Providers must complete a Financial Award Analysis (FAA) that is attached to this policy for each individual enrolled in a curriculum class as a means to determine shortage/surplus of resources available. FAAs are not required for “short-term” training classes. If the selected training provider refuses to complete and/or sign the participant’s provided FAA Form, the Service Provider may complete the form and note the signature as “not applicable” and check the corresponding box that the “data contained herein was obtained from the training provider’s handbook, catalog and/or website”.
3. ITAs will be issued in Rivers East for short-term occupational skills training and curriculum programs, based on the Rivers East Approved Training List. Rivers East will also issue ITAs for the last two years at the public UNC system, if the training will result in significant increased earnings by the customer. When paying tuition and fees for a customer at a public UNC university, Rivers East pays at the community college rate.
  - a. **Reminder:** payment of training costs by WIOA must only be issued if the total cost of attendance exceeds the support received from all sources (as noted on the FAA). This would include the cost of training and other education-related expenses such as transportation and childcare. Benefits related to military service must not be considered in the calculation. A FAA from must be completed on each individual prior to completing an ITA.
  - b. *Participants must maintain a 2.0 cumulative GPA to continue receiving WIOA assistance. Career Advisors will need to obtain a transcript to confirm, case note and scan into NCWorks prior to issuing the next ITA.*
  - c. *ITAs cannot be issued for remedial classes, repeat classes, or for repeat tests or assessments. All exceptions must be approved by the Local Area prior to paying for the expenditure. Failure to receive prior approval of the expenditure may result in the expenditure being disallowed.*
  - d. *ITAs cannot be “canceled”, and the cost pushed back to the participant, once issued to the training provider. When ITAs are sent to the training provider, that is the “guarantee” that payment will be made by the service provider.*
  - e. *As noted in Issuance 2021-22, WIOA funds can only pay for one (1) occupational skills training program or career ladder in a three-year period. Rivers East allows for an exception when “stackable” credentials are obtained. Only those stackable credentials below apply. Any other trainings would need prior approval from the Local Area before issuing the ITA.*
    - i. *NA I to NA II*
    - ii. *NA II to LPN*
    - iii. *LPN to RN*

4. While vouchers will be issued on a one-semester basis, the service provider must track the total obligations for all customers against the program year budget. Total program year obligations should be noted on the FAA. Separate ITA budgets should be used for Adult, Dislocated Worker, and Youth. Commitments to customers must not be made beyond the current program year, since WIOA funds are budgeted on a yearly basis, and commitments to customers are based on fund availability. If it is necessary for a voucher to be revised, after it is issued, the service provider must distribute updated copies to both the customer and the training provider. The revised version must be uploaded in NCWorks and case noted accordingly.
5. ITAs are inclusive of ONLY the costs of tuition or registration fees, books, class-related fees, and supplies. Per State policy, all curriculum students must apply for a Federal Pell Grant. WIOA service providers will coordinate funds available with the financial aid office of the training provider. Therefore, where a Federal Pell Grant payment is received by a training provider in an account first, WIOA funds should be used towards tuition or registration fees, books, class-related fees, and supplies while the Federal Pell Grant funds may be applied towards the additional training and education-related expenses such as childcare and transportation, and other appropriate costs as determined on the FAA.
6. When the service provider's Finance Department receives the final redeemed voucher, they should de-obligate any funds not used, thereby officially releasing funds for use by other WIOA customers. The inclusion of an amount on the de-obligated line at the top of the final voucher facilitates this process.
7. It is the responsibility of the service provider to track the total dollar amount of vouchers issued to ensure that the service provider does not exceed its WIOA budget for ITAs. This is crucial since, in some counties, multiple Career Advisors will be issuing vouchers. Questions concerning the total service provider's ITA budgets for a specific county should be directed to the Local Area.

The service provider is also responsible for tracking the amount of expenditures against each individual voucher to ensure the maximum amount allotted for the individual customer is not exceeded. Each service provider must establish internal procedures to accomplish the Local Area's requirement on tracking obligations. This internal procedure must include a management level signature on ITAs prior to issuance in addition to the Career Advisor's signature. The service provider may determine which provider management staff is the additional signatory and must include that position title in written internal procedures.

8. Service Providers must code the vouchers using a 'control number'. The control number is made up of a series of numbers that represents 1) the region; 2) the county; 3) the program year; 4) the voucher number; and 5) the provider number – number assigned to the college.
  - The region number is 52.
  - The county numbers: 007 for Beaufort; 008 for Bertie; 046 for Martin; 058 for Hertford, and 074 for Pitt.
  - Program Year is the last two digits of the program year
  - Voucher number starts at #1 for the first ITA issued for the customer, #2 for the second one issues, etc.
  - Provider number is the college assigned number (found in NCWorks)

- *A voucher log should be kept by each Career Advisor by program year.*

REMINDER: It is extremely important that all service providers use the amendment process to submit a revised voucher to the contractor's Finance Department whenever the total amount of funds approved for an individual changes from the "Total amount of approved funds" listed in the current voucher. This is imperative when 1) late billings for an individual arrive at a service provider; 2) all bills have now been received and 3) the staff has previously submitted a voucher for that individual that was checked "final". In such a case, the "amended" box will be checked on the new voucher as well as the "final" box.

#### **ITA Completion Steps:**

- ◆ The Career Advisor will complete a thorough assessment of the customer financial needs in conjunction with the customer and the training provider's financial aid staff using the FAA. Once the Career Advisor determines the customer has a financial need, the Career Advisor will complete the ITA and obtain a management level signature. *The Career Advisor should verify that the training provider and training class is listed on the Rivers East Approved List.*
- ◆ The Career Advisor will add a detailed case note in NCWorks and scan a copy of the FAA and ITA in NCWorks along with any other supporting documentation (financial aid award or denial letter, scholarship award letters, budget assessment form, class schedules/registration statements, etc.)
- ◆ The original ITA voucher will be given to the WIOA customer. The customer will present the voucher to the training provider for the payment of tuition, books, fees, and supplies.
- ◆ The service provider must notify the applicable training provider's Finance Department that the bills to be paid against vouchers issued are to be sent to the service provider for approval and payment. The Career Advisor will review the "redeemed" ITA along with the supporting invoice and where appropriate or required, sign. The Career Advisor should then enter a case note and scan a copy of the redeemed ITA and supporting documents in NCWorks. The Career Advisor should then follow the service providers internal process for ensuring the ITA is submitted for payment.
- ◆ Course Registration must be scanned/uploaded with the ITA or CSS education-related payments to verify enrollment into education. A transcript or drop-out form must be obtained to verify training completion/drop-out date. The transcript or drop-out form should be scanned into the Documents Tab and case noted accordingly.