

# Rivers East Workforce Development Board

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1502 N Market Street, Suite A  
Washington, NC 27889  
Tel: (252) 946-8043 / Fax: (252) 946-5489  
[www.riverseastwdb.org](http://www.riverseastwdb.org)



RIVERS EAST LA ISSUANCE 2021-33 Change 3

**SUBJECT:** RIVERS EAST ELIGIBLE TRAINING PROVIDER and CUSTOMER CHOICE

**PURPOSE:** To update the Local Area process and procedures to maintain compliance with CPS 11-2021 Change 1 "Eligible Training Provider Guidelines, Penalties, Appeal Process and Performance Reporting.

**ACTION:** Service Providers should review and ensure they are providing customers with the ETPL link within NCWorks Online.

**EFFECTIVE DATE:** June 17, 2019

**REVISION DATE:** September 11, 2024

  
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Jennie Bowen  
Workforce Development Director

Attachment

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The workforce development system, established under the Workforce Innovation and Opportunity Act (WIOA), emphasizes informed customer choice, job-driven training, provider performance, and continuous improvement. The selection of legitimate training providers and quality training programs is vital to achieving these core principles.

The State is charged with ensuring that data elements related to the initial application, continued eligibility, and performance information regarding approved training providers, and programs are entered into the supported State system, NCWorks Online ([www.ncworks.gov](http://www.ncworks.gov)).

Training providers and their associated training programs are initially approved to be on the State ETPL, and from the State's list each individual Local Area Workforce Development Board (WDB) can select the training providers and programs they wish to use within their region as necessary. Hence, **a training provider may be approved to be on the State ETPL, but the Rivers East WDB may choose to not opt-in to use a provider or some of its training programs for its specific region.**

For information on the process for establishing initial criteria for the State approval of training providers and their training programs to produce the Eligible Training Provider List, see [Commission Policy Statement, CPS 11-2021, Change 1](#). This policy also addresses the appeal process for denial, suspension, termination, and removal of training providers and/or training programs.

### **Role of The Rivers East WDB**

As the Local Area WDB, Rivers East WDB will work in conjunction with the State to:

- Ensure there are sufficient numbers and types of providers of career services and training services (including eligible providers with expertise in assisting individuals with disabilities and eligible providers with expertise in assisting adults in need of adult education and literacy activities) serving the local area and providing the services involved in a manner that maximizes consumer choice and leads to competitive integrated employment for individuals; Commission Policy Statement: CPS 11-2021, Change 1 Page 4 of 22
- Confirm the State's Eligible Training Provider List is disseminated publicly through NCWorks Online, and its partner programs;
- Inform the State ETP Coordinator in cases where termination of an eligible provider should be considered using the State's Complaint and Appeals procedure set forth in this CPS 11-2021, Change 1;
- Inform the State ETP Coordinator of any changes reported by the training provider that ultimately affect their corresponding approved programs;
- Assist, when specifically requested by the State, in the collection of participant and non-WIOA participant performance information to manage individual and ETP program performance.
- Set additional information requirements and minimum performance levels for local providers beyond what is required by DWS's procedure. Provide comments and input into the DWS's development of the eligible training provider procedure by contacting the ETP Coordinator. Any additional requirements established by the WDB will only affect a program's eligibility and performance level eligibility requirements within the local area and must be monitored accordingly to ensure compliance; and,
- Remove any providers that fail to meet local performance standards from the local ETP list.
- Create an appeal process in accordance with the State's appeal procedure for providers of training to appeal a denial of eligibility from the local list of eligible training providers.

### **Rivers East ETPL Requirements**

In addition to the qualifications and requirements set by the State in Part II and III of CPS 11-2021, Change 1, Rivers East WDB has the following criteria for Training Providers to be considered for the local ETP list:

- The training provider must be registered, and approved, as a provider in NCWorks, and the program(s) being requested for approval by the local area must be on the State ETPL
- The training program(s) being requested for approval by the local area must align with one or more of the established Career Pathways within the Rivers East region: Healthcare, Advanced Manufacturing, Agriscience & Biotechnology, or Business Support Services
- Training is competitively priced in the Rivers East region or current training providers do not meet the local area's needs
- Occupation median wage exceeds the current lower living standard income of 70%

### **Solicitation of Training Providers**

The addition of new programs to the Rivers East ETPL will be driven by customer requests. No new program will be added to the ETPL without such a request. If an eligible individual wishes to pursue a training program not currently listed, the Career Advisor will contact the designated board staff who will then engage with the training provider to invite them to apply for inclusion on the Rivers East ETPL.

### **Program Costs**

An eligible training provider must make available to the prospective students its schedules of tuition and fees. The training provider shall disclose all fees required to be paid by students (including tuition, required fees, books, supplies, activities, etc.), and any non-refundable fees must be so identified. A reduction in tuition, fees, or other charges may be implemented when there are specific criteria for student eligibility and selection procedures precisely disclosed within the policy at the institution. All students within the enrollment period that the reduction is offered shall be eligible to apply. The cost of the training to WIOA participants must not exceed the cost charged to any other student in the program. All costs necessary for the successful completion of a program must be clearly stated. A breakdown of cost must be identified for publication on the ETPL.

A breakdown may include the following:

- Tuition
- Fee
- Books
- Licensing cost
- Certificate fees
- Graduation fees
- Uniforms
- Tools
- Registration fees
- Supplies

### **Publication of Rivers East ETPL**

The Rivers East Eligible Training Provider List (ETPL) will not be publicly accessible to ensure that prospective students make their training provider selections based on the quality and suitability of the training, rather than financial coverage. However, the Rivers East ETPL will be

available to staff members, who will use this information to support and encourage informed decision-making by potential students.

### **Continued Eligibility**

Programs will stay on the Rivers East ETPL until they expire in NCWorks. Once a program expires, the process will start over with a customer request, training provider application, and so on. Training providers are required to follow Part IV of CPS 11-2021, Change 1 to remain on the State ETPL.

### **Performance**

Performance requirements are outlined in Part V of CPS 11-2021, Change 1.

### **Denials & Complaints**

Customer Complaint - If a participant wishes to file a complaint against a Training Provider, Rivers East WDB staff will refer to the NCWorks Customer Complaint, Appeal, and Resolution Commission Policy Statement that can be found on the Commerce website. The DWS ETP Program Coordinator and staff, the DWS Ombudsman, and the Rivers East WDB will work transparently through the investigation process to ensure:

- A safe process is provided for the complainant.
- A thorough and efficient investigation into the allegations has been performed to determine the appropriate action.

Denials - A training provider may be denied eligibility for the Rivers East ETPL for the following reasons:

- The application is not complete, or information was not provided in a timely manner;
- The training provider is not registered as a provider in NCWorks, and the program(s) being requested for approval by the local area are not on the State ETPL
- The training program does not align with one or more of the established Career Pathways within the Rivers East region: Healthcare, Advanced Manufacturing, Agriscience & Biotechnology, or Business Support Services
- The training is not competitively priced in the Rivers East region or current training providers already meet the local area's needs
- The occupation median wage does not exceed the current lower living standard income of 70%
- It is determined that the training provider intentionally supplied inaccurate information.

When a program is denied for any reason other than lack of documentation or information, the provider must wait 6 months to reapply.

Denial Notice - Within 5 business days after the board determines that a training provider's application does not meet the eligibility criteria, the respective board staff shall issue a denial notice to the training provider. The notice shall be emailed to the training provider at the email address listed on the application and to the attention of the contact person identified on the application. The notice shall clearly:

- Display the "date emailed";
- Identify the program that was denied;
- State specific reason(s) for the denial

Suspension/Removal – Reasons for suspension/removal are outlined in Part VI, Section E of CPS 11-2021, Change 1.