



RIVERSIDE COUNTY
WORKFORCE DEVELOPMENT BOARD

INDIVIDUAL TRAINING ACCOUNTS
POLICY

Date: June 27, 2024

Number: 20-03

PURPOSE: This policy provides guidance on the Riverside County Individual Training Account (ITA) for training services provided under the Workforce Innovation and Opportunity Act (WIOA) Title 1B for Adults and Dislocated Workers.

EFFECTIVE DATE: Upon Release

REFERENCES:

- WIOA (Public Law 113-128) Section 122
- EDD Workforce Services Directive Recovery of WIOA Tuition and Training Refund WSD19-10
- ETPL Policy and Procedures WSD21-03
- Title 20 Code of Federal Regulations Part 680, 680.300 through 680.320 and 680.400

REQUIREMENTS: Locally imposed requirements are indicated in ***bold, italic type***

BACKGROUND:
The ITA is a payment agreement established on behalf of a participant with a training provider. WIOA Title I adult and dislocated workers purchase training services from State eligible training providers they select in consultation with the Career Coach, which includes discussion of program quality and performance information on the available eligible training providers.

POLICY:
Individual Training Account (ITA) is one method through which training is financed and coordinated for WIOA participants. WIOA customers can choose training programs from the State of California Eligible Training Provider List (ETPL). WIOA customers interested in training should be encouraged to use and research information (e.g., skills assessment, labor market conditions/trends and training provider performance) to make a self-informed choice regarding their employment goals.

Individual Training Account (ITA) Guidelines

- Participants must be Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker eligible.
- All Participants must attend the Educational Alternatives workshop and have a developed Individual Employment Plan (IEP) with specific set goals to obtain or retain employment.
- An ITA will only be approved for training courses that are on the State and Local Eligible Training Provider List (ETPL). If the training provider is not on the approved ETPL, the training provider must submit the application listed in [ETPL Policy and Procedures Directive WSD 21-03](#) to the Administration Unit of the Riverside County Housing and Workforce Solutions (HWS)/Workforce Development Division (WDD).
- Any training outside of the Workforce Development Board approved industries or Regional Key industries will require additional justification. O*NET Bright Future Occupation designation or EDD's fastest growing jobs classification are examples of documentation that can be provided as justification.
- Local areas must consider the availability of other sources of grants, excluding loans, to pay for training costs so that WIOA funds are used to supplement but not supplant other sources. WIOA funds are intended to provide training services in instances when there is no grant assistance (or insufficient assistance) from other sources (i.e. Title IV Programs and state-funded grants) to pay for those costs (20 CFR 663.320). The use of WIOA funds to pay down a loan is prohibited; however, the mere existence of a loan must not impact eligibility determinations.
- ITA will not exceed \$8,000 per customer.
- Under special circumstances, on a case by case basis scenario and in extenuating circumstances (ex. COVID-19 Pandemic) and with proper justification and documentation in case notes, a career coach can submit a request for approval to exceed the \$8,000 maximum amount. ITA's exceeding \$8,000 will only be approved if the following criteria is met:
 - The customer can demonstrate a decrease in their CalJOBS budget
 - Industry or Occupation are in demand
 - There are no other available resources to customer
 - The training provider will not negotiate cost of training
 - Occupational wage resulting from training must be above the self-sufficient wage for Riverside County

Any requests for approval must be initially reviewed and approved for submission by the Site Manager. Once the site manager approves the request it must be forwarded to the appropriate person based on the table below:

Staff Title	Approval Authority
Supervising Development Specialist (Site Manager)	Up to \$8,000
Principal Development Specialist	Up to \$20,000
Deputy Director	\$20,001 and above

**Approval authorities subject to change consistent to department policy*

- Repeat ITA customers will be subject to approval by the Workforce Development Director or their designee.
- The Site Manager will review eligibility and training criteria in CalJOBS. Once approved Individual Training Account Voucher (ITAV) will be issued and sent to the training provider.
- ITAV are authorized to pay for tuition and books, required equipment and other associated fees for the training program, less Federal and State financial aid, grants, scholarships, and work study.
- The maximum duration of a training program may not exceed a 24-month period. Exceptions may be granted in instances where the student is unable to complete the training course as planned.
- ITAV will not pay for college degrees.
- The ITAV is valid for a period of 30 days from the voucher start date. If the authorized start date is after 30 days, the voucher is null and void.
- Training provider must submit electronic monthly progress reports (i.e. participant grades, performance, attendance, competency achievement) to the Career Coach/Training Teams of the Workforce Development Division via their Share drive folder. **NOTE: Trainer Provider shall contact Career Coach immediately in the event participant falls behind schedule, has unsatisfactory attendance or drops training.**

Invoice Payments

The Training Provider may invoice and receive payment in increments of fifty (50) percent at the halfway point in training hours and fifty (50) percent at completion. Any training less than two months or 320 hours will receive one hundred (100) percent payment upon completion.

- An exception to this payment procedure applies to public post-secondary institutions (i.e. community colleges, university extensions and other higher education entities) that are required to receive full payment of tuition upon enrollment/registration of the participant.
- At the discretion of the Workforce Development Director, an exception to this payment procedure may be made based upon the needs or requirements of any awarded grants or special projects, which may require revising the terms and conditions of the ITA invoice packet (Fiscal Form 448-15).

The training provider must submit a completed ITA invoice packet (Fiscal Form 448-15), for each tuition payment, this must include Pell Grant and other financial aid claimed. All invoices must be submitted **no later than 45 days** after training program completion date to ensure funding is available for payment. No invoices will be processed beyond sixty (60) days after the conclusion of services.

Drop Out/Refund

In the event the participant drops out of the ITA program prior to completion, the training provider will be responsible for immediately notifying the Career Coach and prorating tuition costs in accordance with the following calculation method:

- Full Tuition Amount ÷ total # training hours =hourly rate
 - Hourly rate x # training hours attended =tuition owed
 - Tuition owed + cost of *applicable contractual items used =total owed
 - Full Tuition Amount – total owed =refund amount
- *Applicable contractual items include but are not limited to supplies, textbooks, electronic devices.

Training providers are responsible for reimbursing tuition for participants who drop below seventy-five (75) percent of completion. For trainings completions at seventy-five (75) percent or above, no refund is required. Training providers shall also return or reimburse unused supplies, testing fees, etc. to HWS/WDD.

The refund/unearned amount will be refunded to:
HWS/WDD Accounting and Finance
1325 Spruce St., Suite 400
Riverside, CA 92507

Credit Memo

A credit memo for overpayment amount may be applied toward a future enrollment. Please contact Workforce Development Division, Accounting and Finance Division, HWS-WDC-Fiscal@rivco.org.

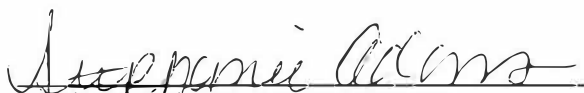
Refunds shall be submitted within 45 calendar days. Failure to comply with this provision may result in the discontinuation of approving ITA Vouchers for a training provider until such time the unearned amount is refunded or credited. Any uncollected refund will be subject to [Policy #10-02 Debt Collection](#).

PROCEDURES:

WDD staff should refer to Knowledge Management on the [WDC/Partner Intranet](#) site for procedures related to this policy.

REVISION HISTORY:

Revision Dates: 06/27/24, 12/30/20, 02/09/2017, 10/29/2015, 01/21/2014, 07/10/2010,
04/29/2010, 01/22/2009, 12/04/2008
Original Policy Date: 06/30/2007


Stephanie Adams, Deputy Director