

WORKFORCESOLUTIONS

G R E A T E R D A L L A S

Policy Number: T0108 <i>Rescinds: Customer Services Policy 03-18, change 4</i>	RE: Workforce Investment Act
Date Issued: 09-10-08	Effective Date: 08-20-08

Training Providers

Background

In efforts to implement an aggressive campaign to elevate the quality of training programs available to the Greater Dallas Area, the Board has established the following policy. This policy has been updated to include new performance measures and includes training related wages as part of the evaluation criteria.

1. Eligible Training Provider Certification System Policy

The Policy includes updates to align initial eligibility performance requirements with the current year TWC performance measures for common measures.

Initial Eligibility

For initial eligibility for the Eligible Training Provider Certification System, a training provider must meet the following criteria:

- Within a targeted occupation
- Minimum of one-year experience providing training to the general population
- Reasonable cost based on comparable training programs
- A maximum of \$10,000 training cap per participant
- Providers must be appropriately accredited and provide documentation
- Providers must document recent employer validation/industry endorsed skill standards of training curriculum

Performance measures for successful experience will be measured according to the following:

Initial Eligibility Performance Measure	Dallas Minimum Standards
ALL – Program Completion Rate	70%
ALL – Entered Employment Rate	75%
ALL – Average Wage Rate (at placement)	\$13.59
ALL – Average Quarterly Wage	\$5,300

Continued Eligibility

In order to remain on the Eligible Training Provider Certification System, training providers must meet the TWC performance for common measures as set by TWC for each WIA program year to include: Average Earnings, Entered Employment, Educational Achievement and Employment Retention.

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Each provider will be reviewed based on the above criteria semi-annually, and removed accordingly if missing two or more performance measures. These measures are subject to change based on TWC performance negotiations for Common Measures with the Dallas County Local Workforce Development Board, d.b.a. Workforce Solutions Greater Dallas. This modified policy will apply common measures to all training providers who have completed one year of delivering training services. A training provider will be removed if missing 2 or more performance measures. In addition, occupational skills training will be evaluated for training related placements and wages. Training providers are eligible to re-apply following demonstrated successful performance.

Training Provider Appeal Process

Workforce Solutions Greater Dallas is the responsible authority for handling complaints or protests regarding the selection process, and has established the following process for handling ETPS appeals:

Step 1. Request for a Debriefing – proposers not selected by this process may appeal the decision by submitting within 10 days of the receipt of Board notification of the Board decision, a written Request for Debriefing to obtain information on the process and how their proposal or offer was received and ranked. The Board shall acknowledge receipt of the Request for Debriefing in writing within 10 days of receipt, along with the date and time of the scheduled briefing. The briefing shall be scheduled, as soon as possible, and no later than 10 days from the receipt of the Request for Debriefing. (NOTE: The Board extends the courtesy of offering a briefing to any proposer who is not selected for the ETPS; the 10 day time frame must be adhered to only if a bidder is considering an appeal.)

Step 2. Debriefing - the purpose of the debriefing is to promote the exchange of information, explain the proposal evaluation system, and help unsuccessful proposers understand why they were not selected.

Step 3. Written Notice of Appeal – If, after the debriefing, the appealing party wishes to continue with the appeals process they must submit to the Board a Notice of Appeal. This written notice must clearly state that it is an appeal and identify (a) the decision being appealed (i.e. specific date of application, or the Board action); (b) the name, address, phone and fax number (if available) of the appealing party (ies); and (c) grounds of the appeal. The Board President must receive the Notice of Appeal within 15 days of the date of the appealing party's debriefing, in Step 2 above. The Notice of Appeal must be sent by registered mail or hand delivered (a receipt will be issued), clearly identified externally as "Dated Material", and addressed to:

**Laurie Bouillion Larrea, President
Workforce Solutions Greater Dallas
1201 Main Street, Suite 2700
Dallas, Texas 75202
Dated Material Enclosed**

Facsimile or E-mail shall not be accepted at any stage of the appeals process. Written acknowledgement of receipt of the Notice of Appeal will be provided to the appealing party within five (5) working days of receipt of the Notice of Appeal. Such acknowledgement will include specific instructions for completing the appeals process and the date, time and place of the next step – the Informal Hearing.

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Step 4. Informal Hearing – An Informal Hearing will be held at the Board offices within 10 days of receipt of the Notice of Appeal. The Vice President or designee, shall act as the Hearings Officer, and will meet with the appealing party to discuss their concerns and the specific grounds of the appeal. The Hearings Officer may recommend to the Board President any appropriate actions, allowable under applicable rules and regulations and consistent with agency procurement policies, to resolve issues at the Informal Hearing. If the appealing party agrees, the appeal may be ended at this point.

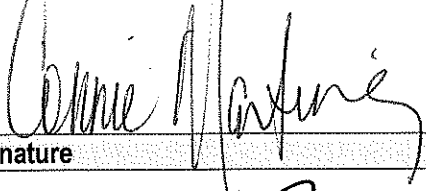
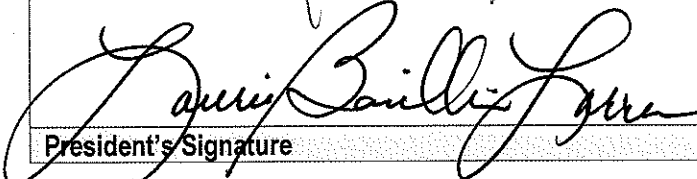
Step 5. Request for Formal Hearing – The appealing party, if not satisfied with the results of the informal hearing, must inform the Hearings Officer, in writing, no later than five (5) working days from the date of the Informal Hearing of intent to proceed with the appeal. Within ten (10) days of receipt of this written request, the Hearings Officer will respond, in writing, to inform the appealing party of the time, date, and place of Step 6, the Formal Hearing.

Step 6. Formal Hearing – The Formal Hearing shall be conducted within fifteen (15) days of the date of the request for Formal Hearing. An independent hearing officer will conduct the Formal Hearing of the appeal. This hearing officer will consider the facts presented as grounds for the appeal and remedies requested. The hearing officer from staff or the appealing party may request additional information. After full review, the hearing officer will, at the next board meeting, make its recommendation to the Board for final determination.

Step 7. The Board decision – The board will render a decision no later than 60 days from the date of the Written Notice of Appeal. The Board decision shall be the final decision and end the appeals process at the local level.

Contact

Inquiries regarding this policy should be directed to **Connie Martinez, Vice President, Resource Development and Deployment at 214.290.1008.**

Approved for Content:	
	9/10/08
Signature	Date
	9/11/08
President's Signature	Date