MAINE CAREERCENTER
CONSUMER REPORT SYSTEM

TRAINING PROVIDERS
INFORMATION HANDBOOK

Issued by:

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Introduction: The Workforce Investment Act of 1998

The 1998 federal Workforce Investment Act makes significant changes in the way employment, training, literacy, and vocational rehabilitation programs operate. Workforce Investment Act represents the first major reform of the nation's job training system in over 15 years, replacing the Job Training Partnership Act (JTPA). The legislation's intent is to revitalize the system that provides workers with the information, advice, job search assistance, and training they need to get and keep good jobs – and provides employers with skilled workers.

I.   What is new under the Workforce Investment Act?

Workforce Investment Act expands career development services to include *all* youth and adults. Additionally, the legislation changes the emphasis from training *first* to training as the *final strategy* in securing employment or career advancement. This change in philosophy has implications for the Workforce Investment Act customer, CareerCenter counselor and potential provider of training.

For the Workforce Investment Act customer . . .
Workforce Investment Act's focus is to facilitate *self-reliance* and move participants *as quickly as feasible* into jobs that result in long-term self-sufficiency.

For the CareerCenter counselor . . .
Workforce Investment Act heightens the role as *coach and mentor* and emphasizes *follow-up* with customers who have completed training and entered the workforce.

For the training provider . . .
Providers will need to meet *locally set performance criteria* for job placement, retention, earnings and skill attainment to qualify as an approved provider and thus be eligible to enroll Workforce Investment Act-funded students.

Customers are provided access to three levels of service, Core, Intensive and Training to support a broad range of employment and training needs. The Workforce Investment Act empowers customers to take *primary* responsibility for identifying their skill strengths and gaps, potential career opportunities, and training needs. Workforce Investment Act focuses on *informed decision-making* and helps workers take responsibility for building a better future.

II. What is the Eligible Training Provider List (Maine CareerCenter Consumer Report System)?

The Maine CareerCenter Consumer Report System is a *publicly available statewide list* of training providers who qualify to receive training funds under Workforce Investment Act.

- To be listed, the training provider must be approved by a local Workforce Investment Board (Workforce Investment Board).

- Training providers will need to demonstrate specific *quality performance standards.*

- Customers receiving Workforce Investment Act funds may only enroll in programs listed on the Maine CareerCenter Consumer Report System. To qualify for Workforce Investment Act funds, customers must first complete career research and meet locally set eligibility requirements.

III. How Does The Maine CareerCenter Consumer Report System Benefit You, The Training Provider?

There are a variety of reasons why training providers would want to participate in listing your institution and training programs with the Maine CareerCenter Consumer Report System. Here are just a few:

1. The Maine CareerCenter Consumer Report System provides a way for you to expand your outreach statewide to:
   - Individuals who are currently employed, seeking to upgrade skill;
   - Job seekers entering the workforce;
   - High school students.

2. The Maine CareerCenter Consumer Report System is a tool you can use to market your programs by listing them at CareerCenters, public libraries, school classrooms, and on the Internet.

3. CareerCenter staff assist you to "share your story" with potential Workforce Investment Act-funded students.

4. Help you get the attention of employers seeking training for their employees.

5. Allows you the inevitable power of the electronic marketplace to gain an edge over your "unlisted" competitors.

6. The Maine CareerCenter Consumer Report System providers you with access to Workforce Investment Act training dollars.

IV. What Is The Philosophy Behind The Maine CareerCenter Consumer Report System?

Workforce Investment Act Key Principles

The Maine CareerCenter Consumer Report System reflects a workforce investment system that promotes customer choice, self-reliance and initiative. The system is based on the following key principles:

- **Streamlined Services**

   A "One Stop" service delivery system allows customers to get their career development needs met in one location.

- **Universal Access**

   Any individual (no eligibility requirement) will have access to the CareerCenter system and to core employment related services.

- **Empowered Customers** through **Informed Decision Making**

   Workforce Investment Act requires customers to take the initiative for career development decisions and offers funds to purchase training. Workforce Investment Act puts customers in the driver's seat!

- **Increased Accountability** by Training Providers and Customers

   All training providers are required to meet certain performance standards and make that information public.

   Customers, with the assistance of a CareerCenter counselor, can use that information to choose training that fits their career goals.

- **State and Local Flexibility** to tailor and implement legislative requirements.

   Decisions about how Workforce Investment Act works are made locally. For example, the local Workforce Investment Board may decide the maximum amount of training dollars for each customer (dollar cap) and the length of time that money can be used by that customer.

CareerCenter Levels of Service

To further encourage customer choice and responsibility, the Workforce Investment Act system requires customers to move through three levels of service in order to obtain funded training.

1. **Core Services:**
   Available to anyone, no eligibility requirements. Includes initial career development services such as preliminary assessments, referrals for support services, and basic job search assistance.

2. **Intensive Services:**
   For customers unable to obtain or retain employment through Core Services. Includes increased support and interaction with CareerCenter counselor, such as more comprehensive assessments and short-term pre-vocational services (i.e., development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional etiquette training).

3. **Training Services:**
   For customers still unable to obtain or retain employment through Core and Intensive Services and who, in consultation with a CareerCenter counselor, have been identified as requiring training. Through the use of **Individual Training Accounts**, which are like vouchers to be used to purchase training, customers may receive assistance in acquiring the skills they need to get a job.

   To be eligible for **Training Services**, and eligible to access training funds (**Individual Training Account**), customers must be able to meet the following requirements:

   - Must be documented as either unemployed or underemployed and not "self-sufficient" (not employed at a wage which makes them fully self-supporting).

   - Must have been identified as needing services beyond Intensive Services.

   - Must have skills and qualifications to be successful in training.

   - Must have identified their training needs, conducted labor market research, and submitted documentation of that research to their CareerCenter counselor.

   - Must select training *linked to employment opportunities* in their local area or any area to which they might relocate.

   - Must seek other grant assistance, including Pell Grants, to qualify for Workforce Investment Act funding.

Determined locally, Training Services may include:

- Occupational skills training

- On-the-job training (i.e., employee training that provides knowledge or skills essential to job performance; employers are reimbursed for half the cost of training and additional supervision)

- Entrepreneurial training (may not be offered at all CareerCenters)

- Skill upgrading

- Job readiness training (e.g. interviewing, resume writing skills)

- Adult education and literacy activities (only if provided in combination with any other training service outlined above)

- Follow-up services to help placed workers keep their jobs

V. How Does The Maine CareerCenter Consumer Report System Work?

How Workforce Investment Act Funds Training

The **Individual Training Account** allows adult customers to "purchase" training they need to match their career goals with job opportunities in their local labor markets. An individual will have gone through orientation, Core Services, Intensive Services (assessment, counseling, and some labor market research) prior to qualifying for an **Individual Training Account**.

The **Individual Training Account** exists to help Workforce Investment Act-eligible individuals finance training services. State or local Workforce Investment Boards determine the specifics of how **Individual Training Account** funds are used. The local Workforce Investment Board can impose a maximum funding cap for all **Individual Training Accounts** in their areas, can limit the dollar amount and/or duration of training for an individual customer, and *may* include funds for support services.

- Customers may purchase training services from a list of approved training providers they select in consultation with their CareerCenter counselor.

- Through the CareerCenter, an individual is referred to the selected provider and an **Individual Training Account** is established to pay for training.

- Procedures for **Individual Training Account** payments to training providers are determined by the local CareerCenter and include, but are not limited to:

- Electronic transfer of funds through financial institutions

- Vouchers, certificates, or purchase orders

- Incremental payments at different points in the training course

VI. How Training Providers Qualify for The Maine CareerCenter Consumer Report System

Initial Eligibility Requirements

To be eligible for **Individual Training Account** training funds, all potential providers must submit an application to their local Workforce Investment Board. In the first eighteen months of Workforce Investment Act, many training providers are automatically eligible *simply by submitting an application.*

- Applicants are automatically eligible for listing as a training provider if they complete an application form and:

  - Receive funding under the Higher Education Act
  OR
  - Carry out programs under the National Apprenticeship Act

- If not automatically eligible based on the above criteria, other public or private providers must submit an application and meet *one* of the following criteria:

  - Accreditation by the Maine Department of Education

  - Accreditation by an institution recognized by the federal Department of Education

  - Demonstration of program effectiveness

  - Demonstration of sufficient evidence of employer support and willingness to hire its graduates

  - Designation as an authorized training provider for industry-specific training

The Application Process

To qualify for the Maine CareerCenter Consumer Report System, *all* vendors must complete a two-part application process:

1. Training *Provider* Application, providing basic information about the vendor

2. *Training *Program* Application, including program specifics and performance information, submitting one application *per program* (sample in Appendix.)

It is only necessary to apply to *one* local area to get on the Maine CareerCenter Consumer Report System, and training providers will need to reapply at the end of the initial 12 months. Subsequent eligibility will remain in affect for the 12 months thereafter.

General Instructions for completing the electronic application is included in **Appendix I.**

What is a "Program"?

Based on Workforce Investment Act regulations, a "program" is defined as:

1. One or more courses or classes that, upon successful completion, leads to:

   - A certificate, an associate degree, or baccalaureate degree, or
   - A competency or skill recognized by employers,

OR

2. A training regimen that provides individuals with *additional* skills or competencies generally recognized by employers.

If any version of a program differs from its approved form in terms of its goals, geographic location, curriculum, or mode of delivery (e.g. classroom, Internet, correspondence), that version is considered sufficiently different to require *separate approval.*

In order for a program to stay on the Maine CareerCenter Consumer Report System, the training provider must meet and make publicly available performance standards established by the local Workforce Investment Board. Those standards include success rates for:

   - Program completion
   - Skill attainment
   - Job placement and retention
   - Earnings at placement and at six months after employment

Maintaining Eligibility

In order for a *program* to stay on the Maine CareerCenter Consumer Report System, it must apply for re-certification and the end of the initial 12 months **and** meet performance standards in eight areas (local standards not yet set):

Note*: "all"* includes both Workforce Investment Act and non-Workforce Investment Act funded students in the program*.*

1. Completion rates for *all* individuals participating in the program.
2. Percentage of *all* individuals in the program who obtain unsubsidized employment.
3. Earnings at placement of *all* individuals in the program.
4. Completion rates for just *Workforce Investment Act* participants in the program.
5. Percentage of just *Workforce Investment Act* participants in the program who obtain unsubsidized employment.
6. Retention rates of *Workforce Investment Act* participants in the program six months after employment.
7. Earnings of *Workforce Investment Act* participants in the program six months after employment.
8. Rates of licensure, certification, skill attainment for *Workforce Investment Act* participants in the program (where applicable).

Losing Eligibility

A training provider will lose eligibility for the following reasons.

- If a provider knowingly furnishes inaccurate information.

- If an eligible provider violates requirements under Workforce Investment Act.

The governor will provide appeal procedures for training providers.

Training Provider Liability

A training provider may be held liable if a customer can substantiate the training received was inadequate based on the course description and/or the performance data was overstated.

Reporting Process

While the local workforce area and the state will calculate specific performance data, much of the data collection depends on the training providers.

Data Collection Responsibilities

- **The local workforce area:**

  - Obtains names and social security numbers of all students in Maine CareerCenter Consumer Report System programs.

  - Collects performance data on Workforce Investment Act participants. Currently, the standards focus on job placement, retention, earnings, and skill attainment.

- **The state:**

  - Matches student names and social security numbers against the state base wage file.

  - Will release eligibility standards and reporting timelines.

- **The training provider:**

  - Compiles for the local Workforce Investment Board completion rates and skill attainment rates for *all* students in the training program.

Maine CareerCenter Consumer Report System Access Instructions

The following general instructions are intended to provide helpful information for completing the Maine CareerCenter Consumer Report System online application. Additional explanations and descriptions of fields are available through the website.

GENERAL
Pages containing list of programs and other data will show the first 10 records. To see additional records click the forward or previous arrows at the bottom or top of the Page. You can also jump to a page by entering a page number in the text box at the bottom of the page and clicking the Go button.

Clicking an input, field name will open an informational browser window,

Sort a column of data by clicking on the column title.

How Do I Access the Maine CareerCenter Consumer Report System?

Applications will only be accepted through the Maine CareerCenter Consumer Report System. Those training providers that do not currently have a secure Username/Password to enter the system should contact Robert Lane, Bureau of Employment Services at 207-623-7981, or Robert.Lane@Maine.gov.

The Maine CareerCenter Consumer Report System is an Internet based tool for collecting information and data from training providers and displaying the information to the general public. To access the Maine CareerCenter Consumer Report System you must go to the Maine CareerCenter home page at www.mainecareercenter.com. Click on Workforce Community and follow the links to the Training Provider application site. This is the entry page for the web site.

Click the **Click Here to Start** button to enter the site.

LOGIN PAGE

You must enter your Username and Password -and click the **Sign In** button. The navigation selections at the bottom of the page include **Logoff, Restart** and **Survey**. These selections are common throughout the site. Clicking on **Logoff** will take you to the Home page and a new login will be required to enter the site. **Restart** will take you to the login screen if that is your current location. **Survey** will take you to the survey page. You must be logged in, to the site in order to access the survey page.

A successful login will take you to the **Provider Data** screen.
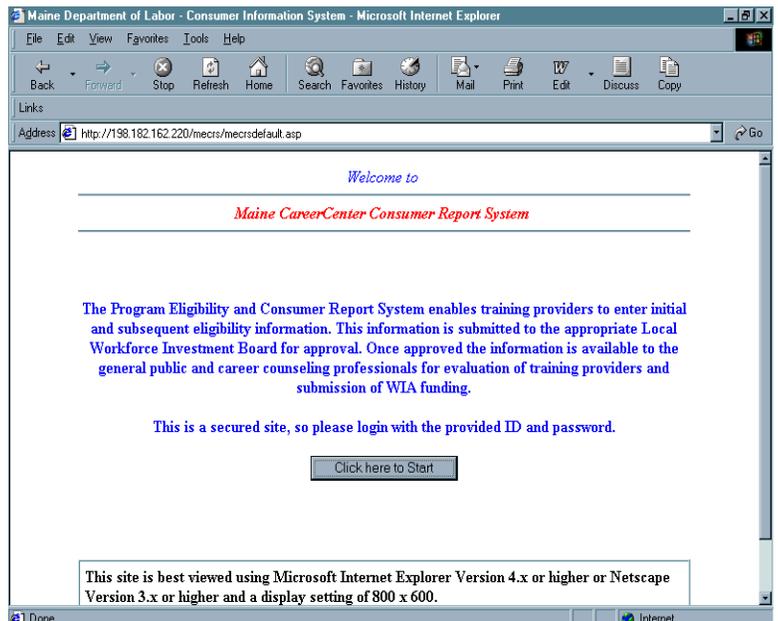
What Kind of Information Will I Be Asked to Provide?

PROVIDER DATA PAGE

This page contains the **Contact Information** and **Other Information** about the institution associated with your login. Each field has a definition link that you can click to get more information about the data required. Clicking a field name will open a small browser window with the additional information. You should close the new window when finished viewing the information. Depending on browser type and version, the window may close automatically when you click on the original window.

All required fields must be completed before you can perform any program administration.

You can modify and update the **Other Information** section by changing/adding the information in the fields and clicking the **Update Information** button. The **Update Information** button will take you to a confirmation page. The confirmation page states the information has been saved and you can - click the "Return to main screen" button to return to the **Provider Data** page. The confirmation page will appear throughout the site whenever you save changes or enter now data.

You can now elect to add, modify or delete programs by clicking on the appropriate button at the bottom of the page. The buttons are described below.

PROVIDER DATA - ADD PROGRAM

This selection will take you

through a series of drill down screens to assist in the selection of the program to add. The first drill down screen shows a list of general categories. You must select a category and click on the **Show Detail Categories** button. You will be taken to the detail categories listings. Select the category and click the **Show Programs** button. A list of the programs for the selected category will be displayed along with a list of occupations related to the programs to help determine if the program name selected is suitable. Select the appropriate program from the list -and click the **Add Program** button. The **Program Detail** page will now be displayed. The **Program Detail** page is described later in this document.

At any time during the **Add Program** process, you can cancel the addition by clicking the **Return To Provider Data** button. All information selected is discarded and the new program is not saved.

NOTE: If you have successfully added a program, as indicated by the confirmation page and the program does not appear on the **Program Selection** page, click on the browser refresh button. Occasionally information is kept in the browser's cache and can be updated by clicking the refresh button.

PROVIDER DATA - MODIFY EXISTING PROGRAM

This selection will take you to the **Program Selection** page. All programs entered in the system will be listed. To select a program to modify, click the program name. A positive response to the confirmation box that appears, will take you to the **Program Detail** page. The current program information will be displayed and modifications can be made and saved. The current review status is also indicated on the **Program Selection** page. Programs with a review status of **Eligible** or **Recommended CANNOT** be modified or deleted. Only programs with a status of **Not Reviewed, On Hold** or **Rejected** can be modified or deleted.

Whenever a program with a review status of' **On Hold** or **Rejected** is modified and saved, the review status of the program will be changed to **Not Reviewed**. If you select a program, to modify and during the modification process the **Return to Provider Data** button is clicked, no changes will be saved and the status of the program will not be changed.

The navigation bar located at the bottom of each page allows you to "jump" to any data entry page and to save the program changes at any time. This navigation bar is not available during the input of a new program.
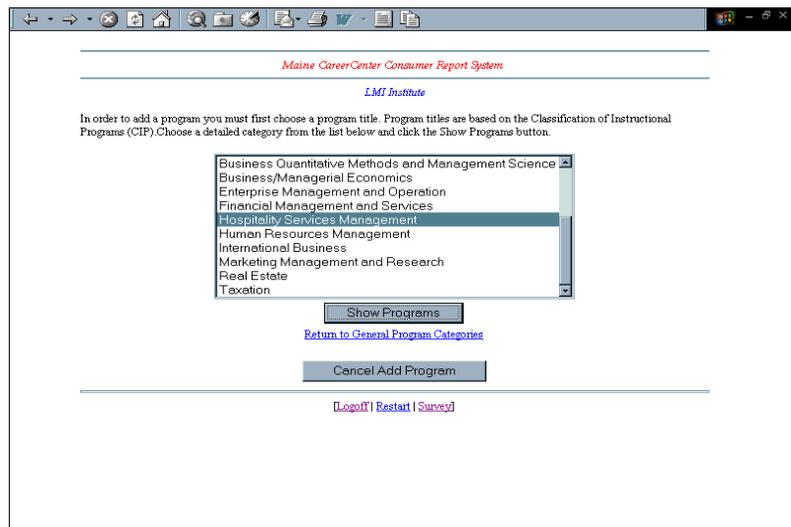
Depending on the browser type and version, the navigation selections that are not available will appear dim and/or will be inactive. For example, on the first page - **Programs** - the **Program** button will appear dim and if clicked will do nothing since you are on the **Program** page.

PROVIDER DATA - DELETE PROGRAM

This selection will take you to the **Program Selection** page. A list of programs that have been entered into the system will be shown. Select a program to delete by clicking the program name. A confirmation box will appear asking you to confirm the deletion. A positive response to the confirmation box will delete the program and take you to a confirmation page indicating the program has been deleted. This confirmation page will give you the opportunity to delete another program or return to the **Provider Data** page by clicking the appropriate button.

NOTE: If you have successfully deleted a program, as indicated by the confirmation page and the program still appears on the **Program Selection** page, click on the browser refresh button**.** Occasionally information is kept in the browser's cache and can be updated by clicking the refresh button.

Class Details

| Minimum Class Size | 15 | Maximum Class Size | 25 | Number of Instructors | 2 |

Class Frequency   Select Frequency of Class

Describe the qualifications of all training instructors in 200 words or less:

B.A. Communtications
B.A., M.B.A Business Management

Describe the minimum entry level requirements or prerequisites in 200 words or less:

HS Grad or GED
Math, Reading 12th grade
Basic Computer Literacy

Describe any equipment used in this program and its adequacy and availability in 200 words or less:
If no equipment is required for this program, please enter None.

Next

To cancel at any time, click Return to Provider Data

[Logoff | Restart | Survey]

PROGRAM DETAIL PAGE

NOTE: If during the process of adding or modifying a program you click the **Provider Data** button, a message will appear indicating that the changes or additions will **NOT** be saved if you return to the **Provider Data** page. You can elect to continue with the data modification or addition by clicking the **Cancel** button on the message box. Clicking on the **OK** button will return you to the **Provider Data** page and any information that had been added or changed will **NOT** be saved.

From the **View Programs** button at the bottom of the **Provider Detail** screen, providers can select programs that they want to submit for Workforce Investment Act approval. This screen will list all the programs that are already included in the Maine State Training Inventory. After selecting the **Program Name**, the user returns back to the **Program Selection** screen to indicate the completion level for the program. Providers can select multiple completion levels for the same program.

If the program of study is not listed under the Maine State Training Inventory the user may click the link at the bottom of the screen to add the new program.

The **Program Detail Page** is actually four pages consisting of program details, target occupations, skills obtained and program performance data. When entering a new program you must complete all four pages before the program can be saved. If all four pages are not completed the information will **NOT** be saved.

You will be asked to enter information about the program itself within the Program Detail Screen. This includes:

- General Information - including the program Classification of Instructional Programs (CIP) code, title, and description.
- Program Description - This is initially taken from the standard Classification of Instructional Programs (CIP) - code description.
  - Length of the course.
  - Cost of the course.
- The skill set to be acquired - The provider will be able to select skill descriptions from the O*NET data. The system will display occupations that the Maine Classification of Instructional Programs (CIP) to Occupational Employment Statistics (OES) crosswalk indicates are associated with the program. The provider will select an occupation and then pick the skills from a list of the top skills associated with the occupation. NOTE: The skills associated with the program are all displayed as checked. To eliminate skills
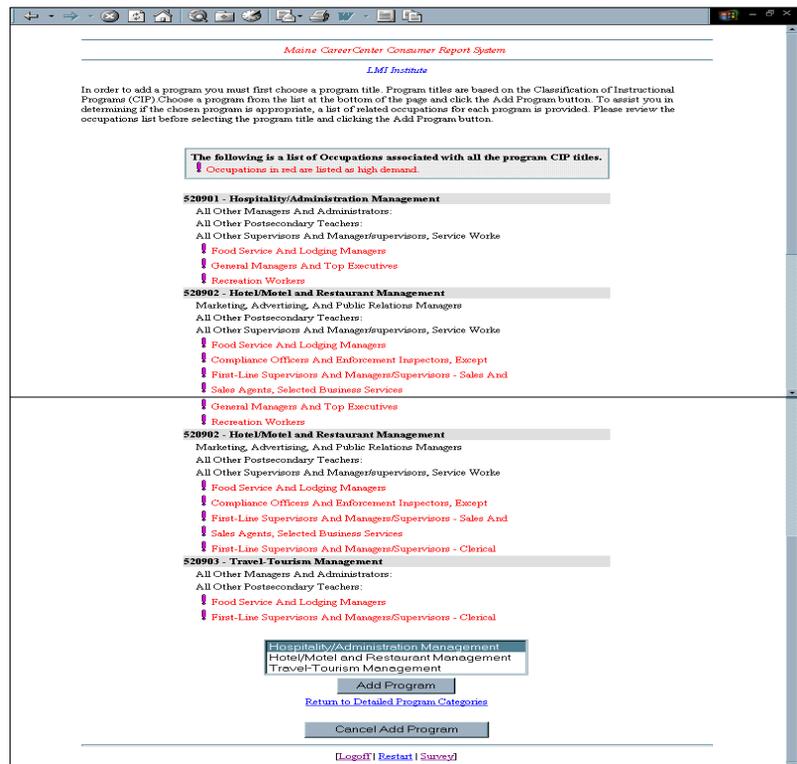
that are NOT associated with the program the click on the boxes to remove the skill from

the program description.

- Target Occupations - The provider will be able to specify up to six occupations for which the program will train graduates. The provider will select the occupation from a list of Occupational Employment Statistics OES occupational titles. This list will indicate those occupations that the Maine Classification of Instructional Programs (CIP) to Occupational Employment Statistics (OES) crosswalk indicates are associated with the program as well as those that are considered High Demand Occupations by the State of Maine.
- A description of why an occupation is selected if it is not regarded as High Demand Occupations by the State of Maine.
- Details of Class Size and Frequency.
- A description of the qualifications of training instructors.
- A description of the minimum entry-level requirements and prerequisites.
- A description of the equipment used in the program and its adequacy and availability.

The required fields must be completed before the information can be saved or updated. **If you attempt to move to the new or previous page, a message box will appear informing you of the required information that must be completed or corrected.**

One area of note is the **Primary Target Occupations** (page 2). The occupations related to the program are provided in a drop down list in the **Occupation Title** column. To select an occupation, click on the arrow on right side of the list box and then click on a selection. Clicking on the selection will update the OES (Occupational Employment Statistics) code column and place a check in the **High Demand** column if the occupation is in the **High Demand** table. The check box will only be clicked if the occupation selected has been determined to be in high demand. This check box is informational only and cannot be changed. If the occupations listed are not appropriate, you should select **Other Occupation** or **OES Code 99999** from the drop down list and enter the occupation title in the text box to the right of the selection list. Occasionally there may be no occupations in the drop down list other than the **Other Occupations** or **OES Code 99999**. If **Other Occupation** or **OES Code 99999** is selected, you are required to enter an occupation title before moving on to the next page.

Once all of the required information is entered, you have two options to either **Save Program** or **Apply for WIA**. If you just want to save the program to submit at a later date click on the **Save Program** button (if this *is* a new program) or the **Save Changes** button (if modifying an existing program). You can elect to cancel the changes or the new program addition by clicking the **Provider Data** button. If you elect to save the information, you will be taken to a confirmation page where you can elect to add/modify another program or return to the **Provider Data** page.

To submit a completed application and are ready to submit for approval click on the **Apply for WIA** button.

PERFORMANCE DATA SCREEN

After you have entered and/or edited the program detail information, you will select the **Performance Data** button at the bottom of the screen. This button will display the **Performance Data** screen. The Performance Data Screen for the initial first year of eligibility will be different than for subsequent years.

For Initial Eligibility:

The Maine CareerCenter Consumer Report System is designed to display training provider information for a specific program year. You will be required to provide the following data:

1. *Total number of students that participated in the program year. This assumes any students that enrolled with the intent to complete the program or course of study.*
2. *Total number of students that completed the program in the program year.*
3. *Total number of participants that were placed into unsubsidized employment.*
4. *Total number of participants that were placed into unsubsidized employment in an occupation related to the training received.*
5. *The wage at placement into unsubsidized employment for all participants.*

For subsequent eligibility (Re-certification):

To maintain eligibility in year two the Maine Department of Labor is required to collect performance data for a specific training program for all participants and completers. The Maine CareerCenter Consumer Report System will provide two options for entering performance data to used to calculate employment and wage outcomes (items 3-5):

Option 1: **Data Screen Manual Input:**

You can key in all the Social Security Numbers (SSNs) for all participants in the program. The user places a checkmark next to those students who completed the program. The system will add this information to a central database for use in calculating performance.

Option 2: **Submit a Text File of Social Security Numbers**:

To submit a text file of **Social Security Numbers** and completion information, send it to Winifred Malia, Maine Department of Labor, Division of Labor Market Information Services, 54 State House Station, Augusta, ME 04333. The format should have one **Social Security Number** per line and Y or N if the person completed the program or not. i.e. 123456789 Y

REPORTS

Reports for **Institutional Detail**, **Program Summary** and **Program Detail** are available by clicking the Institution and Program Reports button. A list of reports available will be shown. Selection of one of the reports from the list will take you the page where the report can be reviewed prior to printing. To print the report, click the printer icon on the report menu bar.

Glossary of Terms

CareerCenter
A single location where*, under one roof*, customers can access a broad range of career development resources, counseling services and information about possible funds for training.

CareerCenter Counselors (Consultants)
Career counselors (called by different titles in different CareerCenter locations) who provide customers with career development guidance. CareerCenter counselors support customers in working through career assessment tools, job market research, and training and funding resources research.

Core Services
Initial CareerCenter services and resources available to anyone, no eligibility requirements.

ITA (Individual Training Account)
Workforce Investment Act funds allocated to a customer to pay for training.

Intensive Services
Comprehensive Workforce Investment Act services for customers unable to obtain or retain employment using just Core Services.

Local Workforce Investment Board (Workforce Investment Board)
Local board of business and public sector representatives who make policy decisions regarding the implementation of Workforce Investment Act.

Maine CareerCenter Consumer Report System (Eligible Training Provider List)
Publicly available statewide list of training providers qualified to enroll Workforce Investment Act-funded students. The Maine CareerCenter Consumer Report System provides customers with access to valuable information for choosing a training program.

Training Services
For customers deemed eligible and unable to obtain or retain employment using Core and Intensive Services.

Vendor
Vendor means an entity responsible for providing generally required goods or services to be used in the Workforce Investment Act program. These goods or services may be for the recipient's or sub-recipient's own use or for the use of participants in the program.

Voucher
A voucher is a document that is exchangeable for training services.