



COUNTY OF SAN LUIS OBISPO
DEPARTMENT OF SOCIAL SERVICES
WORKFORCE DEVELOPMENT BOARD

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POLICY NO: 16-19
TO: Training Providers and Service Providers
FROM: Department of Social Services
EFFECTIVE: September 25, 2025
SUBJECT: Eligible Training Provider List (ETPL)

REFERENCES:

- WIOA Section 122
- 20 CFR Part 680 Subpart D
- EDD Directive WSD18-05 – Grievance and Complaint Procedures
- EDD Directive WSD19-10 – Recovery of WIOA Funds
- EDD Directive WSD21-03 – Eligible Training Provider List
- California Education Code § 94874
- BPPE Office of Student Assistance and Relief (OSAR)

PURPOSE:

This policy establishes the Workforce Development Board of San Luis Obispo County (WDBSLO) procedures for implementing the Eligible Training Provider List (ETPL) local requirements in compliance with the Workforce Innovation and Opportunity Act (WIOA), and state and federal requirements. The purpose is to ensure:

- Consumer protection for participants, including grievance and refund procedures.
- Informed choice by providing transparent information on training providers and programs.
- Accountability of training providers through eligibility reviews, performance reporting, and monitoring.
- Local oversight that supplements state requirements to reflect regional labor market needs and priorities.

BACKGROUND:

Under the WIOA Section 122, each state must develop and maintain an Eligible Training Provider List (ETPL) of programs approved to receive WIOA Title I training funds. In California, the Employment Development Department (EDD) manages California's ETPL by:

- Publishing and updating provider information.

- Ensuring compliance with eligibility and performance criteria.
- Enforcing accountability measures for training providers.

Local Workforce Development Boards are required to implement state directives and establish local policies to:

- Nominate providers for inclusion on the state ETPL.
- Maintaining a local ETPL that reflects regional labor market needs.
- Ensure training options are accessible through America's Job Center of California (AJCC) system, including for individuals with disabilities and those needing adult education and literacy services.

POLICY:

In accordance with the WIOA Section 122, 20 CFR Part 680 Subpart D, and EDD Directive WSD21-03, each Local Workforce Development Board must establish policies and procedures for managing the ETPL. This policy delineates the WDBSLO's local requirements and processes, supplementing state guidance and ensuring compliance with federal and state regulations. The provisions below describe how WDBSLO implements these requirements at the local level, including eligibility standards, consumer protections, monitoring, and appeals.

1. Scope of Policy

This policy applies to all training providers and programs seeking inclusion or maintaining eligibility on the California ETPL and the WDBSLO Local ETPL. It also applies to all WIOA Title I service providers and staff responsible for referring participants to training service.

2. Consumer Protections

Grievances and Complaints: Participants must be informed of their rights under Local Policy 31-19 and WSD18-05. Training providers must disclose grievance procedures and comply with resolution processes.

Recovery of Training Funds: WDBSLO shall recover funds in accordance with Local Policy 29-19 and WSD19-10, including situations where participants withdraw or providers cancel training.

3. Local Eligibility Requirements

In addition to meeting the CA ETPL requirements, WDBSLO may apply the following standards for local ETPL inclusion (excluding registered apprenticeships):

- Accreditation or industry-recognized approval.
- Location within the Local Area or accessibility via distance learning.
- Evidence of performance outcomes that meet or exceed state and local benchmarks.
- Costs that are reasonable compared to similar programs.

4. Eligibility Review

To ensure that training providers meet both federal and local standards for quality and performance, all programs must undergo eligibility reviews before being added to or maintained on the WDBSLO ETPL. These reviews are critical to safeguarding WIOA

investments, supporting informed consumer choice, and promoting training that leads to quality employment outcomes. The WDBSLO ETPL Coordinator is responsible for conducting eligibility reviews in accordance with both state and local policy requirements.

Initial Eligibility

Initial eligibility is the first step for a training provider seeking to be listed on the statewide and Local ETPL. The WDBSLO ETPL Coordinator will review applications for completeness, accuracy, and compliance with state and local criteria.

- Timeline: Reviewed within 30 calendar days of receipt of a complete application.
- Review Basis: State eligibility criteria must be applied first, followed by any additional local requirements.

Continued Eligibility

Continued eligibility ensures that approved training providers remain in compliance over time and continue to deliver high-quality, outcome-driven training services.

- CA ETPL: Reviewed annually in accordance with state directive WSD 21-03.
- Local ETPL: Reviewed at least once every two years. WDBSLO may conduct interim reviews at its discretion, particularly if concerns arise regarding performance, compliance, or participant outcomes.

5. Delisting Providers

To maintain the integrity and quality of the ETPL, WDBSLO reserves the right to remove providers or programs that fail to meet established standards.

Providers may be removed for failure to meet performance benchmarks, loss of licensure or accreditation, submission of falsified information, or noncompliance with federal, state, or local policies.

Providers subject to removal will receive written notice outlining the reasons for delisting and their right to appeal the decision, in accordance with the appeals process described in this policy.

6. Comparable Training Providers

In the event a training provider ceases operations or discontinues a program, WDBSLO will take proactive steps to support affected participants.

WDBSLO will coordinate with the Bureau for Private Postsecondary Education (BPPE) and its Office of Student Assistance and Relief (OSAR) when applicable, to ensure participants are offered access to comparable training opportunities with minimal disruption to their educational and career progress.

7. Program Quality Standards

WDBSLO is committed to ensuring that all training programs on the local ETPL lead to meaningful, measurable employment outcomes.

Programs must result in one or more of the following:

- A post-secondary credential or certificate that is recognized and valued by employers, or
- Training-related employment with verifiable, job-specific technical skills.

Programs without credential outcomes will undergo additional review due to potential performance impacts.

8. Attendance and Recordkeeping

Providers must verify and report participant attendance at least quarterly (monthly preferred). All attendance, performance, and financial records must be retained for a minimum of three (3) years and made available for monitoring or auditing purposes.

9. Conflict of Interest

To uphold the integrity of the ETPL process, all conflicts of interest must be avoided. Referral fees, incentives, or commissions offered by training providers to WDBSLO staff, AJCC personnel, or affiliated individuals are strictly prohibited. All ETPL-related decisions must adhere to the conflict-of-interest requirements outlined in WIOA Section 107(h) and applicable state policy.

10. Documentation and Retention

WDBSLO must maintain accurate documentation to support provider eligibility and ongoing compliance. All required documentation, whether physical or electronic, must be organized and readily accessible. Upon request from EDD, documentation must be submitted within five (5) business days to support monitoring or review activities.

11. ETPL Coordinator Responsibilities

The ETPL Coordinator plays a key role in ensuring effective oversight and compliance with ETPL requirements. Responsibilities include:

- Providing technical assistance to training providers seeking to apply for or maintain inclusion on the ETPL.
- Conducting timely reviews of provider applications for initial and continued eligibility, using both state and local criteria.
- Issuing written notifications to providers regarding application approvals, denials, or removals, including justification and appeal information.
- Ensuring all provider and program information in CalJOBS is accurate, complete, and updated regularly.

12. Appeals

Training providers have the right to appeal a denial of initial eligibility or removal (delisting) from the Eligible Training Provider List (ETPL). The following procedures apply:

Appeal Submission Requirements

Appeals must be submitted in writing within 30 calendar days of the notice of denial or delisting.

The appeal must include:

- A statement of the intent to appeal
- Identification of the program(s) in question
- The specific grounds for the appeal
- Supporting documentation
- Signature of an authorized training provider official

Informal Resolution Attempt

An initial informal meeting will be scheduled between WDBSLO staff and the provider to attempt early resolution of the issue.

Formal Hearing Procedures

If the issue is not resolved informally, the provider will be offered the opportunity for a formal appeal hearing, which includes:

- A hearing conducted by an impartial hearing officer.
- Written notice of the hearing's date, time, and location will be provided at least 10 calendar days in advance.
- Both parties will have the opportunity to:
 - Present oral and written testimony under oath
 - Call and question witnesses
 - Request relevant documents
 - Be represented by legal counsel

Final Decision and Notification

A final written decision will be issued by the hearing officer within 60 calendar days of the appeal submission. Written notification of the final decision will be sent to both the training provider and the Local Board. A copy of the decision will be emailed to the State ETPL Coordinator and uploaded to the Provider Profile section of CalJOBS.

13. Exempt Providers (CEC §94874, Not regionally accredited)

For training providers exempt under California Education Code §94874 and not regionally accredited, WDBSLO will implement additional safeguards to ensure program quality. These safeguards include:

- Verify the qualifications or industry experience of all instructional staff.
- Conduct annual site inspections to assess safety, functionality, and instructional delivery.
- Evaluate the financial stability of the institution to ensure continued operations.
- Confirm that all equipment, facilities, and instruction align with current industry standards.

14. Delegation of ETPL Responsibility

WDBSLO may delegate its ETPL responsibilities to another Local Workforce Development Board in accordance with state policy. A formal agreement must be completed using the ETPL Local Board Delegation and Cancellation Form (refer to WSD18-03). Delegations must be renewed annually between July 1 and July 30 and must include appropriate physical or electronic signatures.

15. Consumer Choice

The ETPL is a critical tool for ensuring participants have access to high-quality, market-aligned training. The full ETPL must be made accessible to all eligible WIOA participants. Participants, in consultation with a career coach, may select any eligible provider and program that meets their career goals. Individual Training Accounts (ITAs) must be issued to fund training and are subject to local funding availability. Information on alternative training options, such as On-the-Job Training (OJT), Customized Training, and Incumbent Worker Training (IWT) must also be made available to participants.

16. Application Process

WDBSLO follows a structured process for reviewing training provider applications to ensure consistency and compliance. Providers must submit their applications through the CalJOBS ETPL module. The ETPL Coordinator will review the application for completeness, accuracy, and alignment with eligibility criteria. Complete and eligible applications will be submitted to EDD within 30 calendar days of receipt. EDD will make final determinations within 30 days of receiving the nomination.

17. Monitoring and Compliance

Ongoing monitoring is essential to maintaining a high-quality local ETPL. WDBSLO will monitor all ETPL providers at least once annually to assess performance, compliance, and participant outcomes. Identified issues may result in corrective action, technical assistance, or removal from the ETPL, depending on the nature and severity of the noncompliance.

ACTION:

All DSS WDB staff, ETPL training providers, and WIOA service providers shall comply with this policy. This policy will remain in effect from the date of issue until such time that a revision is required.

INQUIRIES:

Any questions regarding this policy may be directed to the DSS WIOA Program Manager at 805-781-1838.

Workforce Development Board (WDB) Approval Required? Yes No X