



Policy Manual

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Preface

This policy manual serves as a comprehensive guide to the standards, procedures, and guidelines that govern the operations and decision-making processes within our organization. It has been developed to ensure clarity, consistency, and accountability in the execution of our programs and services. By adhering to these policies, we aim to uphold our commitment to delivering high-quality outcomes, fostering transparency, and maintaining compliance with all applicable laws and regulations.

The manual is intended for use by staff, partners, and stakeholders who are involved in the planning, implementation, and oversight of our initiatives. It reflects our mission, values, and strategic objectives, providing a framework for achieving organizational goals while maintaining the flexibility to adapt to emerging challenges and opportunities.

Each policy outlined within this manual has been carefully developed with input from relevant stakeholders and in accordance with federal, state, and local guidelines. All policies have been reviewed and approved by the Delaware Workforce Development Board (DWDB). We encourage all users of this manual to familiarize themselves with its contents and to consult it regularly as a resource for informed decision-making and best practices.

As our environment and priorities evolve, this manual will be periodically updated to reflect new policies, legislative changes, and improved practices. We welcome feedback from all users to ensure the manual remains a dynamic and effective tool for guiding our work.

INTRODUCTION

Federal Workforce Innovation and Opportunity Act

The Workforce Innovation and Opportunity Act (WIOA) is the primary federal legislation that supports workforce development. WIOA was enacted in 2014 and supersedes the Workforce Investment Act of 1998. The law was enacted to create increased coordination and alignment among federal workforce development and related programs. The intention of this act is to provide workforce development activities through state and local workforce development systems; to increase worker retention, employment, and earnings; and boost occupational skill attainment. The end goal is to improve the quality of the workforce and promote agency in personal and professional lives (Workforce Innovation and Opportunity Act, and Congressional Research Service, 2022).

WIOA authorizes the formation of workforce development activities for eligible youth and statewide employment and training activities for adult and dislocated workers. Workforce development boards are established to carry out these functions in partnership with the state and local communities.

Delaware Workforce Development Board

The Workforce Innovation and Opportunity Act took effect on July 1, 2015, and charged Delaware to establish workforce development areas. Under WIOA, the Governor of Delaware is the Chief Elected Official of the workforce development area; under his authority, he designated the entire state as a single workforce development area for all cities and counties within the state boundaries.

WIOA requires the establishment of a Workforce Development Board, which is the Delaware Workforce Development Board (DWDB). DWDB is the state entity that provides policy guidance and oversight related to WIOA. As of 2025, Executive Order #10 established the current duties, functions, and membership of the DWDB. The Delaware Department of Labor's Division of Employment and Training (DOL/DET) and the DWDB are jointly designated as the administrative entity to carry out the administrative functions related to WIOA. DOL/DET is the grant recipient for funds allocated by WIOA. Delaware operates as a single service delivery area, which means the DWDB acts as both a state and local board, in accordance with WIOA. A single delivery system enables the Governor and board to build on prior successes by reinforcing existing relationships among core partners, additional partners, and One-Stop partners.

Delaware's publicly funded workforce development system is a partner and demand-driven system overseen by the DWDB. DWDB membership cannot exceed 30 members, and these members represent a variety of state agencies and important stakeholder viewpoints. The DWDB also works with required and additional WIOA One-Stop partners. Delaware has 13 partner organizations covering a variety of separate and independent service activities and core programs (see Table 1 for all partners). All workforce development partners sign a Memorandum of Understanding (MOU) agreeing to perform certain functions in accordance with the 2014 WIOA

stipulations. Many partner organizations have their own hierarchal structures, functional requirements, and policies.

The Governor, as the CEO under WIOA, also designates state agencies to be the Performance Accountability and Customer Information Agency (PACIA), responsible for facilitating the assessment of Delaware's core programs.

- The Delaware Department of Labor's (DOL) Division of Employment and Training (DOL/DET) is designated as the PACIA for Title I (Youth, Adult, and Dislocated Worker Programs) and Title III Employment Service Programs, is also designated as the One-Stop Operator, and is the grant recipient for funds allocated by the WIOA.
- The DOL Division of Vocational Rehabilitation (DOL/DVR) is designated as the PACIA for the WIOA Title IV–Vocational Rehabilitation Program.
- The Delaware Department of Education (DDOE) is designated as the PACIA for the Title II Adult and Family Literacy Programs and for combined WIOA programs including the Strengthening Career & Technical Education for the 21st Century Act and the Prison Education Program.

The DWDB works across numerous agencies and organizations that seek to provide Delawareans with dedicated, timely, and comprehensive information and assistance that meets their needs. Ultimately, the purpose of the DWDB is to make recommendations for how Delaware can align workforce development programs in a manner that supports a comprehensive and streamlined workforce development system (Workforce Development Board Bylaws, 2023).

Table 1. Delaware's One-Stop Partner Programs and Activities

Agency	Partner	Programs and Activities
DOL	Division of Employment and Training	• WIOA Statewide Activities • WIOA Youth and Adult & Dislocated Workers • WIOA Wagner-Peyser Act • Trade Act • WIOA National Dislocated Worker Grant • Local Veterans Employment Representative • Disabled Veterans Outreach Program • Ticket to Work Program administered by the Social Security Administration established under sec. 1148 of Social Security Act (42 USC 1320b-19) • Delaware Department of Labor, Division of Vocational Rehabilitation • Title I of the Vocational Rehabilitation Act • The Client Assistance Program (CAP) authorized under sec. 112 of the Rehabilitation Act of 1973 (29 USC 732)
DOL	Division of Unemployment Insurance	• Programs Authorized under State Unemployment Compensation Laws (in accordance with federal law)
Department of Health and Social Services (DHSS)	Division for the Visually Impaired, DHSS	• Title I of the Vocational Rehabilitation Act
DHSS	Division of Social Services	• Temporary Assistance for Needy Families (TANF) authorized under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq) • Supplemental Nutrition Assistance Program (SNAP) employment and training programs, authorized under secs. 6(d)(4) and 6(o) of the Food and Nutrition Act of 2008 (7 USC 732) • Stand by Me
DHSS	Division of State Service Centers	• Employment and Training Activities Carried out under the Community Services Block Grant (42 USC 9901)

Agency	Partner	Programs and Activities
DHSS	Division of Services for Aging and Adults with Physical Disabilities	• Senior Community Service Employment Activities Authorized under title V of the Older Americans Act of 1965 (42 USC 3056)
DDOE	Delaware Department of Education	• Adult Education and Literacy Activities authorized under Title II • Post-Secondary Vocational Education Activities Authorized under the Carl D. Perkins Vocational and Applied Technology Act (20 USC 3201)
Delaware State Housing Authority (DSHA)	DSHA	• Employment and Training Activities carried out by the Department of Housing and Urban Development
	Wilmington Job Corps Center	• Job Corps (Title I Subtitle C WIOA)
	Criminal Justice Council	• Programs authorized under sec. 212 of the Second Chance Act of 2007 (42 USC 17532)
Telamon	National Farmworker Jobs Program	• Section 121(b)(1)(B) of WIOA identifies required partners in the local one-stop delivery systems.
Department of State		• Division of Libraries • Division of Small Business
Note: The Division of Libraries and the Division of Small Business are additional partners. All other partners listed are required partners under the federal WIOA legislation.		

SECTION 1:

GOVERNANCE

Executive Order 10

Delaware Workforce Development Board Bylaws

Membership Appointments Policy

Board Member Designee and Proxy Policy

Policy on Conflicts of Interest and Disclosure of Certain Interests

Monitoring Policy

Executive Order 10

EXECUTIVE ORDER

NUMBER TEN

TO: HEADS OF ALL STATE DEPARTMENTS AND AGENCIES

**RE: ESTABLISHING THE OFFICE OF WORKFORCE DEVELOPMENT AND
REESTABLISHING THE WORKFORCE DEVELOPMENT BOARD**

WHEREAS, a well-educated and highly skilled workforce provides businesses in Delaware with a competitive edge critical for their success; and

WHEREAS, coordinating the planning, budgeting, and service delivery functions of the various federal and state workforce development programs will ensure equitable access and accountability, streamlined investments, improve the quality and effectiveness of services, and help provide businesses in this state with a well-informed and trained workforce; and

WHEREAS, the Workforce Innovation and Opportunity Act (WIOA), which took effect on July 1, 2015, charged the State of Delaware with the establishment of Workforce Development Areas; and

WHEREAS, the Governor of the State of Delaware is the Chief Elected Official (CEO) of the Workforce Development Area per the WIOA; and

WHEREAS, the Governor of the State of Delaware has, by his authority, designated the entire state as a single Workforce Development Area including the cities and counties within the state boundaries; and

WHEREAS, the WIOA requires the establishment of a Workforce Development Board (Board) to provide policy guidance and oversight with respect to the WIOA; and

WHEREAS, the WIOA requires the Governor, as the CEO, and the Workforce Development Board, to be partners in the implementation of the WIOA; and

WHEREAS, the WIOA establishes performance accountability indicators and reporting requirements to assess the effectiveness in achieving positive outcomes for individuals served by the workforce development system's programs, including the use of quarterly wage data, consistent with state law, for performance measurement purposes; and

WHEREAS, the U.S. Department of Labor developed the State Wage Interchange System (SWIS) to facilitate the interstate exchange of wage data between participating state agencies for the purpose of assessing and reporting on state and local performance for the programs authorized under the WIOA; and

WHEREAS, the Governor, as the CEO under the WIOA, shall designate state agencies to be a Performance Accountability and Customer Information Agency (PACIA), responsible for facilitating the assessment of Delaware's core programs; and

WHEREAS, the WIOA provides Delaware with the opportunity to coordinate and streamline investments in the workforce under one board at the state level to provide career services and training to eligible residents of Delaware; and

WHEREAS, the State of Delaware recognizes the importance of a centralized, efficient approach to workforce development; and

WHEREAS, the State of Delaware is committed to coordination and collaboration between state agencies, the Delaware Department of Labor (DOL), the Workforce Development Board, industry, and community partners; and

WHEREAS, empowering local business, labor, and community leaders to take a prominent role in their communities' economic and workforce development activities will enhance the quality, efficiency, and responsiveness of these programs.

NOW, THEREFORE, I, MATTHEW MEYER, by virtue of the authority vested in me as Governor of the State of Delaware, do hereby **DECLARE** and **ORDER** the following:

1. This order hereby establishes the Office of Workforce Development to serve as a centralized, statewide office to ensure that state and federal resources are efficiently and strategically leveraged to ensure access to education, career counseling, job training, and placement services for Delawareans. The Office of Workforce Development shall collaborate with the Board on achieving these ends.
2. The Office of Workforce Development shall closely monitor systemic workforce trends (including but not limited to, industries critical to the state's economy, apprenticeships, earn-and-learn programs, expansion of training programs, accessibility to underserved populations, and industry-recognized credentialing) to ensure that the State's initiatives are tailored to the needs of Delawareans. The Office will work to streamline duplicative efforts, as well as identify and harness synergies across state government to align training and upskilling with growing industries and professions in Delaware. The Office will also focus on training Delawareans in the advanced technologies of tomorrow.
3. The Office of Workforce Development shall be housed within the DOL, reporting directly to the Secretary.
4. All state agencies shall collaborate with the Office of Workforce Development to ensure that there is no duplication of efforts and that programs align with best practices.
5. The Office of Workforce Development is designated as the PACIA for the WIOA Title I (Youth, Adult and Dislocated Worker Programs) and Title III (Employment Service Programs) and shall be the grant recipient for funds allocated by the WIOA for the Title I and Title III Programs so identified.
6. The DOL Division of Vocational Rehabilitation (DOL/DVR) and the Delaware Department of Health and Social Services Division for the Visually Impaired are each designated as the PACIA for the WIOA Title IV Vocational Rehabilitation Program.
7. The Delaware Department of Education (DOE) is designated as the PACIA for Title II (Adult and Family Literacy Programs), and for combined WIOA programs including the Strengthening Career and Technical Education for the 21st Century Act and the Prison Education Program.
8. The Board is hereby reestablished and reconstituted, shall not exceed thirty (30) members, shall reflect the demographic and geographic diversity of the state, and shall be composed of the following:
 - o a. The Governor;
 - o b. One member of the Senate, appointed by the President Pro Tempore of the Senate, and one member of the House of Representatives, appointed by the Speaker of the House;

- c. Members appointed by the Governor as follows:
 - i. A majority shall be representatives of business in the state, who shall be appointed in consultation with state business organizations/trade associations, to include:
 - (1) Owners of businesses, chief executives or operating officers of businesses, or other business executives or employers with optimum policymaking or hiring authority; and
 - (2) Representatives of businesses (including small businesses) or organizations representing businesses that provide employment opportunities that, at a minimum, include high-quality, work-relevant training and development in in-demand industry sectors or occupations in the state.
 - ii. Not less than twenty (20) percent shall be representatives of the workforce in the state, who:
 - (1) Shall include representatives of labor organizations, who have been nominated by state labor federations;
 - (2) Shall include a representative, who shall be a member of a labor organization or a training director from a joint labor-management apprenticeship program, or if no joint program exists in the state, a representative of an apprenticeship program in the state;
 - (3) May include representatives of community-based organizations that have demonstrated experience and expertise in addressing the employment, training, or education needs of individuals with barriers to employment, including organizations that serve veterans or that provide or support competitive, integrated employment for individuals with disabilities; and
 - (4) May include representatives of organizations that have demonstrated experience and expertise in addressing the employment, training, or education needs of eligible youth, including representatives of organizations that serve out-of-school youth.
 - iii. Other appointed members shall include the following:
 - (1) Two local elected officials;
 - (2) A representative of the Delaware Prosperity Partnership; and
 - (3) Individuals the Governor may appoint in order for the membership of the Board to remain in compliance with federal requirements.
- d. Members serving by virtue of position shall include the following:
 - i. Secretary of the Department of Labor;
 - ii. Secretary of the Department of Education; and

- iii. Director of the Department of Labor Division of Vocational Rehabilitation.
9. The members in subparagraphs 8.c. and 8.d. shall be included in the overall balancing of the membership of the Board per the WIOA. An individual member of the Board may not be deemed to be a representative for more than one subcategory described above.
 10. The Governor shall appoint from the members appointed under paragraph 8.c.i. one person to serve as Chair and one person to serve as Vice Chair.
 11. Appointed members shall serve at the pleasure of the appointing authority. Members who serve by virtue of position may appoint a designee to serve in their stead and at their pleasure. A member must provide the designation in writing to the Chair. The Governor may consider the member to have resigned if the member is absent for three consecutive, regular Board meetings. Appointed members shall serve at the pleasure of the appointing authority for a period as prescribed within the bylaws and shall not exceed two terms of consecutive years of service on the board. Term limits are three years.
 12. A majority of the members must be present at a Board meeting in order to have a quorum and conduct official business. A vacant position is not counted for quorum purposes. Decisions of the Board must be approved by a majority of those members constituting a quorum at a meeting of the Board.
 13. The Board shall meet at the call of the Chair, or as provided by bylaws adopted by the Board, but shall not meet less than annually.
 14. The Board will serve as the convenor of a workforce task force to streamline communication with new and existing businesses and identify opportunities to meet workforce needs.
 15. An Executive Director shall be appointed by the Board, with the approval of the Secretary of Labor.
 16. The Board is designated as the Administrative Entity to carry out the administrative functions pursuant to the WIOA. The Office of Workforce Development shall be the grant recipient for funds allocated by the WIOA as identified in paragraph 5 of this Executive Order. The Office of Workforce Development will designate a one-stop operator through a competitive procurement process.
 17. The Board shall assist the Governor with the following:
 - a. The coordination, development, submission and any subsequent modification of the State Plan required by applicable federal law;
 - b. Review of statewide policies, programs, and the activities of one-stop partners, and make recommendations on actions that should be taken to align workforce development programs within the state, consistent with the State Plan, in a manner that supports a comprehensive and streamlined workforce development system in the state, including review and provision of comments on the combined State Plan for programs and activities of one-stop partners that are not core programs;
 - c. Development and continuous improvement of the workforce development systems in the state, through the:

- i. Identification of barriers and means for removing barriers to better coordinate, align, and avoid duplication among the programs and activities carried out through the system;
 - ii. Development of strategies to support the use of career pathways for the purpose of providing individuals, including adults, youth, and individuals with barriers to employment (including individuals with disabilities), with workforce investment activities, education, and supportive services to enter or retain employment;
 - iii. Development of strategies for providing effective outreach to and improved access for individuals and employers who could benefit from services provided through the workforce development system;
 - iv. Development and expansion of strategies for meeting the needs of employers, workers, and jobseekers particularly through industry or sector partnerships related to in-demand sectors and occupations; and
 - v. Development of strategies to support staff training and awareness across programs supported under the workforce development system.
- d. Development and updating of comprehensive state performance accountability measures, including state adjusted levels of performance, to assess the effectiveness of the core programs in the state;
 - e. Identification and dissemination of best practices;
 - f. Development and review of statewide policies affecting the coordinated provision of services through the state's one-stop delivery system;
 - g. Development of strategies for technological improvements to facilitate access to, and improve the quality of, services and activities provided through the one-stop delivery system;
 - h. Development of strategies for aligning technology and improving data systems across one-stop partner programs to enhance the quality of service delivery and improve efficiencies in reporting on performance accountability measures (including the design and implementation of common intake, data collection, case management information, and performance accountability measurement and reporting processes and the incorporation of local input into such design and implementation to improve coordination of services across one-stop partner programs);
 - i. Support the statewide workforce and labor market information system;
 - j. Development of such other policies that may promote statewide objectives for, and enhance the performance of, the workforce development system in the state;
 - k. Development of the Demand Occupation List and Eligible Training Provider List;
 - l. Negotiation of performance measures;
 - m. Conducting oversight of youth activities, career services and training activities, and the one-stop system authorized under the WIOA;
 - n. Carrying out the responsibilities of local boards; and

- o. Ensuring compliance with the WIOA including any subsequent amendments.
- 18. The Board shall promulgate bylaws, consistent with applicable law and with this Executive Order, governing its organization and procedure. These bylaws shall include provisions outlining procedures for the determination of a conflict of interest for a board member and how a conflict shall be handled.
- 19. With respect to the Title I and Title III WIOA Programs identified in paragraph 5 of this Executive Order, the Board shall work with the Office of Workforce Development to ensure that the DOL's Department of Employment and Training can:
 - o. a. Implement the approved State Plan;
 - o. b. Ensure that a list of eligible providers is made available to participants and the public through the one-stop system;
 - o. c. Administer all WIOA programs;
 - o. d. Maintain sound fiscal practices and procedures which will ensure that all funds are managed in accordance with the Delaware State Code, state budget and accounting policies, and the WIOA;
 - o. e. Administer any other programs recommended by the Board;
 - o. f. Maintain a management information system to monitor eligibility, intake, performance, and compliance with contracts, the State Plan, and other applicable regulations under the WIOA for those enrolled in WIOA programs;
 - o. g. Manage a request for proposal process, review and evaluate proposals, execute contracts, and review and monitor contract performance;
 - o. h. With the concurrence of the Board, take prompt and appropriate corrective action upon learning of violations of agreements, contracts, the WIOA, or any related regulations;
 - o. i. Establish and maintain a procedure for handling grievances, investigations, and hearings as required by the WIOA;
 - o. j. Develop an annual budget for administering the programs per the WIOA;
 - o. k. Report on operations, federal performance measures and expenditures of all WIOA core programs as required by the WIOA as well as workforce development activities and services;
 - o. l. Maintain eligibility determination, intake, assessment, and referral procedures for those enrolled in WIOA programs; and
 - o. m. Provide regular training for all staff involved in the implementation of the WIOA.
- 20. The Board shall prepare an annual report as required by the WIOA and shall provide a copy to the Governor, the President Pro Tempore of the Delaware State Senate, and the Speaker of the Delaware House of Representatives within thirty (30) days of submission to the federal government.
- 21. The DOL and the Board shall agree upon a Memorandum of Understanding relating to the Office of Workforce Development's partnership and collaboration with the Board no later than sixty (60) days from the date of this Order.
- 22. Members of the Board may receive reimbursement for necessary travel expenses.

23. Executive Order Number 36, signed by Governor John Carney, on February 6, 2020, is hereby rescinded.

APPROVED this 27th of May 2025.

Matthew Meyer

Governor

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Delaware Workforce Development Board Bylaws

ARTICLE 1.0 NAME AND NATURE OF THE BOARD

Section 1.1

The Delaware Workforce Development Board (the “Board” or the “DWDB”) was established pursuant to the authority in “The Workforce Innovation and Opportunity Act of 2014 (WIOA),” and pursuant to Executive Order 10, dated May 27, 2025 (“Executive Order 10”). The purpose of the Board is to establish a statewide strategy for workforce development, review statewide policies and programs, and make recommendations on actions that should be taken by the State to align workforce development programs in a manner that supports a comprehensive and streamlined workforce development system.

The Board shall assist the Governor in executing the duties outlined in WIOA and Executive Order 10. Those duties shall include:

1. the coordination, development, submission, implementation and modification of the state plan required by applicable federal law;
2. the review of statewide policies, programs, and the activities of one-stop partners, and make recommendations on actions that should be taken to align workforce development programs in the state, consistent with the State Plan, in a manner that supports a comprehensive and streamlined workforce development system in the state, including the review and provision of comments on the combined state plan for programs and activities of one-stop partners that are not core programs;
3. the development and continuous improvement of the workforce development in the state through:
 - a. the identification of barriers and means for removing barriers to better coordinate, align, and avoid duplication among the programs and activities carried out through the system;
 - b. the development of strategies to support the use of career pathways for the purpose of providing individuals, including adults, youth, and individuals with barriers to employment (including individuals with disabilities), with workforce investment activities, education, and supportive services to enter or retain employment;
 - c. the development of strategies for providing effective outreach to and improved access for individuals and employers who could benefit from services provided through the workforce development system;
 - d. the development and expansion of strategies for meeting the needs of employers, workers, and jobseekers particularly through industry or sector partnerships related to in-demand sectors and occupations;
 - e. the development of strategies to support staff training and awareness across programs supported under the workforce development system;
4. the development and updating of comprehensive state performance accountability measures, including state adjusted levels of performance, to assess the effectiveness of the core programs in the state;
5. the identification and dissemination of best practices;

6. the development and review of statewide policies affecting the coordinated provision of services through the state's one-stop delivery system;
7. the development of strategies for technological improvements to facilitate access to, and improve the quality of, services and activities provided through the one-stop delivery system;
8. the development of strategies for aligning technology and data systems across one-stop partner programs to enhance the quality of service delivery and improve efficiencies in reporting on performance accountability measures (including the design and implementation of common intake, data collection, case management information, and performance accountability measurement and reporting processes and the incorporation of local input into such design and implementation to improve coordination of services across one-stop partner programs);
9. the preparation an annual report as required by WIOA and provide a copy to the Governor, the President Pro Tempore of the Delaware State Senate, and the Speaker of the Delaware's House of Representatives;
10. support statewide workforce and labor market information system;
11. the development of such other policies as may promote statewide objectives for, and enhance the performance of, the workforce development system in the state;
12. the development of the Demand Occupation List and Eligible Training Provider List;
13. negotiation of performance measures;
14. conducting oversight of youth activities, career services and training activities, and the one stop system authorized under WIOA;
15. carrying out the responsibilities of Local Boards; and
16. ensuring compliance with WIOA, including any subsequent amendments.

ARTICLE 2.0 MEMBERS

Section 2.1 Membership

The members of the Board shall be appointed in accordance with WIOA and Executive Order 10. The number of Board members shall not exceed 30.

Section 2.2 Qualifications

The composition of the Board will satisfy the criteria for membership as delineated in WIOA. Any Board member who no longer represents the organization that served as the basis for his or her initial appointment to the Board shall be succeeded by another representative of that organization or another organization in the same category.

Section 2.3 Nominations.

In accordance with current law and Executive Order 36, DWDB membership originates in the following places:

1. The Governor of Delaware;
2. The Delaware Speaker of the House appoints one member from that body to the Board;
3. The Delaware President Pro Tempore of the Senate appoints one member of that body to the Board;
4. The Governor appoints:
 - a) Majority shall be representatives of business in the state who shall be appointed in consultation with state business organizations/trade associations;

- b) representatives of the workforce in the state;
 - c) individuals the Governor may appoint in order for the membership of the Board to remain in compliance with federal requirements and
- 5. Other appointed members, which shall include the following:
 - a) Two elected officials;
 - b) a representative of the Delaware Prosperity Partnership.
- 6. The remainder of the Board consists of;
 - a) The Secretary of the Department of Labor or his or her designee;
 - b) The Secretary of the Department of Education or his or her designee;
 - c) The Department of Labor Director of Vocation Rehabilitation or his or her designee;

Private Business Appointments. The Governor will appoint members from a standing list of potential members nominated by the state business organizations, or trade associations as outlined in the Code of Federal Regulation § 679.110. The DWDB Executive Director will notify the Governor's Office of Boards and Commissions when a vacancy occurs. In the event the standing list has been exhausted, the Executive Director will ask the Delaware State Chamber of Commerce for nominations and will forward them to the Office of Boards and Commissions.

House and Senate Appointments. The Executive Director of the DWDB will contact after each statewide election the Speaker of the House and the President Pro Tempore to determine if there are any changes to the House and Senate appointments. These appointed members are subject to the DWDB bylaw term limits. The Speaker and President Pro Tempore will send an appointment letter to the DWDB and the member when there are new appointments.

Cabinet Secretaries. Board members on the DWDB whose board appointment is due to holding a governmental position (e.g., those listed in 8(d) of Executive Order 10) will end their terms when they leave said positions. When this occurs, the Executive Director of the DWDB will coordinate with the Governor's office for a smooth transition.

Section 2.4 Term Limits. The terms for Board members of the DWDB are three years. Board Members may serve no more than two consecutive three-year terms, except for members appointed under Section 2.3. Term limits begin on the date of the gubernatorial appointment letter. Notwithstanding the provisions of this Section 2.4, Board members on the DWDB whose board appointment is due to holding a governmental position (e.g. those listed in 8(d) of Executive Order 10) will end their terms when they leave the said positions. When a board member reaches the end of their term, they shall remain a board member until their successor is appointed by the relevant appointing authority. The Executive Director and Chair of the Board will manage the appointments process to ensure that term appointments are staggered to ensure only a portion of the membership will expire in a given year.

Section 2.5 Proxy Voting. The DWDB allows proxy voting when a regular member cannot attend a meeting. The appointed Board member will notify the DWDB Executive Director in writing of the proxies' name and confirm the proxy may or may not vote in lieu of the member.

Section 2.6 Virtual Meetings. The DWDB may hold virtual meetings when permitted to under 29 Del. C. § 10006.

Section 2.7 Travel Expense Reimbursement

Members of the Board may receive reimbursement for reasonable and necessary travel expenses incident to their duties as members of the Board to the extent funds are available and in accordance with State law.

2.8 Removal

A Board member may be recommended to the Governor for removal from the Board for cause by a majority of the Board members present at the meeting. The Governor may consider the member to have resigned if the member is absent for three consecutive, regular Board meetings.

ARTICLE 3.0 GENERAL POWERS

General Powers

The business and affairs of the Board shall be managed by the Board and in between full Board meetings the Executive Committee.

ARTICLE 4.0 MEETINGS

Section 4.1 Meetings

The Board shall meet annually and additionally as needed, on dates determined by the Chair. Notice of all such meetings shall be noticed publicly in accordance with 29 Del. C. § 10004 and shall also be sent by the Executive Director of the Board to each Board member at least seven (7) days prior to the meeting. Such notice shall state the time, date, and place of meeting, and shall also state the purpose thereof. In addition, meetings will be held in compliance with 29 Del. C. § 10004.

Section 4.2 Quorum

A majority of the members of the Board shall constitute a quorum for the transaction of business at a meeting. A vacant position is not counted for quorum purposes. Decisions of the Board must be approved by a majority of those members constituting a quorum at a meeting of the Board

ARTICLE 5.0 OFFICERS

The Board officers shall consist of the Chair and such other officers as may be required and whose duties may be fixed by the Board. The Chair is appointed by the Governor. The Chair shall be a representative of business in the state. Should there be a vacancy of an officer other than the Chair, the Chair will appoint a member to serve in that capacity until the next scheduled meeting.

ARTICLE 6.0 COMMITTEES

Section 6.1 Executive Committee

The Executive Committee will be composed of Board members who are officers of the Board, and the Secretary of Labor. The majority of the members shall be from the private sector.

Membership shall not exceed (5). The Board Chair will serve as Chair of the Executive Committee. The Executive Committee shall exercise all the authority of the Board during the intervals between full Board meetings. The Executive Committee will meet as requested by the Chair. The quorum and voting requirements in Section 4.2 of these bylaws apply to the Executive Committee.

Section 6.3 Other Committees

Other committees, standing or special, shall be appointed by the Chair as the Board or the Executive Committee deemed necessary to carry out the work of the Board. Except as otherwise prohibited by law and these bylaws, the Chair may invest any such committees with such powers and authority, subject to such conditions, as may be fitting.

ARTICLE 7.0 EXECUTIVE DIRECTOR

The Board shall employ an Executive Director to be responsible for day-to-day operations. Other persons or firms may also be engaged or employed to assist the Board in carrying out its programs and responsibilities. All such engagement or employment must be by action of the Chair, with the approval of the Board or the Executive Committee in between full board meetings.

ARTICLE 8.0 CONFLICT OF INTEREST

Any member of the Board who is an employee or a board member of an organization applying for funds, or deemed eligible to receive Individual Training Accounts, shall disclose this fact at Board meetings and/or Committee meetings. In all such cases, these individuals shall refrain from voting upon any matter related to such contracts, or upon any matter in which he or she, or his or her, immediate family may have a financial interest. All Board members will comply with the conflict-of-interest provision of Section 101(f) of WIOA and the State's Code of Conduct.

ARTICLE 9.0 AMENDMENTS TO BYLAWS

Amendments to these bylaws shall be adopted by the affirmative vote of a majority of the members of the Board present at a meeting held pursuant to 29 Del. C. § 10004.

Last Approved: July 17, 2025

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Membership Appointments Policy

Introduction: In accordance with CFR § 679.100, the purpose of the State Workforce Development Board (WDB) is to convene state, regional, and local workforce system and partners, to:

- A. Enhance the capacity and performance of the workforce development system;
- B. Align and improve the outcomes and effectiveness of Federally funded and other workforce programs and investments; and
- C. Through these efforts, promote economic growth.
- D. Engage public workforce system representatives, including businesses, education providers, economic development, labor representatives, and other stakeholders to help the workforce development system achieve the purpose of the Workforce Innovation and Opportunity Act (WIOA); and
- E. Assist to achieve the State's strategic and operational vision and goals as outlined in the State Plan.

A State Workforce Development Board is established by the Governor in accordance with the requirements of WIOA Federal Regulation § 679.110. Membership includes private business and labor representatives, local government, cabinets secretaries, and state agency leaders.

Private Business and Labor Appointments: The Governor will appoint members from a standing list of potential members nominated by the in-state business organizations, or business trade associations as outlined in Federal Regulation § 679.110. The DWDB Executive Director will notify the Governor's Office of Boards and Commissions when a vacancy occurs.

House and Senate Appointments: After each statewide election, the DWDB Executive Director will contact the Speaker of the House and the President Pro Tempore to determine if there are any changes to the House and Senate appointments. These appointed members are subject to the DWDB bylaw term limits. The Speaker and President Pro Tempore will send an appointment letter to the DWDB and the member when there are new appointments.

Cabinet Secretaries and State Agency Leaders: DWDB members whose appointment is due to holding a governmental position (*e.g.*, those listed in paragraph 4(d) of Executive Order 36) will end their terms when they leave said positions. When this occurs, the DWDB Executive Director will coordinate with the Governor's office for a smooth transition.

Nominating New Members to the DWDB

WIOA requires certain new private-sector DWDB members be nominated through a business organization, business-trade association, or labor federation (*e.g.*, Delaware State Chamber of Commerce). Government members who are appointed based on their position are automatically nominated and approved by the Governor's office. For private sector members, the process is this:

- a. The DWDB Chairperson will accept, review, and meet with individuals who are recommended for DWDB membership and who meet the criteria established in WIOA and DWDB bylaws. The Chairperson will, in consultation with the executive

- committee, forward nominees to the DWDB Executive Director for processing.
- b. The Executive Director will forward nominee to the Governor's Office of Boards and Commissions for review. Please note, only the Governor can appoint a new member.
 - c. The Governor's Office will, after review, notify the DWDB Executive Director if the nominee is acceptable for further processing and whether to send the application to the individual being recommended for DWDB membership.
 - d. If recommendation is approved for nomination, individual is sent an application. Application is to be returned to the DWDB office for review. The DWDB Executive Director will forward complete application to the Governor's office for final disposition.
 - e. If approved, the Governor's office will send an appointment letter to the appointee and DWDB Executive Director for filing.
 - f. The Executive Director will contact the new member to schedule a new member's orientation and inform them of the next quarterly DWDB meeting.

Policy Review Date: September 12, 2023
Board Adoption Date: September 12, 2023
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Board Member Designee and Proxy Policy

Board Member Proxy Voting Policy

Introduction: Delaware Workforce Development Board (DWDB) members that cannot attend a meeting may send a proxy or alternative in their place. **Reference:** 20 CFR § 679.110 (d)(4). For the purposes of this policy, the DWDB defines proxy as a one-time event for a board member to send a representative in her place.

Policy: DWDB allows proxy voting when a regular member cannot attend a meeting. The appointed DWDB member will notify the DWDB Executive Director in writing of the proxy's name and confirm whether the proxy may vote in lieu of the member.

- A. If the alternative designee is a business representative, she must have optimum policy-making and hiring authority.
- B. Other alternative designees must have demonstrated experience and expertise and optimum policy-making authority.

Board Member Designee

Introduction: DWDB members appointed by virtue of their position within the state may designate an alternative designee. Reference CFR § 679.110 (d)(4). For the purposes of this policy, DWDB defines designee as a long-standing representative designated to carry out the role and duties of being a DWDB member.

Policy: DWDB members appointed by virtue of their position may assign a designee to represent the government agency. Should a DWDB member choose to nominate a designee, said designee must hold a senior management position within the agency or office she represents; have demonstrated experience, expertise, and optimum policy-making authority; and be able to serve for a full year to preserve board continuity. The designation must be made by letter addressed to the DWDB Chair. Other DWDB members may not designate someone to serve or vote on their behalf at the full-board or committee meetings.

- A. Only governmental appointees (*e.g.*, cabinet secretaries, directors) may name a designee for any meeting. Designees must be identified in writing. All designees may vote or comment as if they were permanent board members.
- B. If a designee and the permanent board member for whom she is designated attend same meeting, only the permanent board member may vote. In this situation, the designee is considered a member of the public with the same parliamentary freedoms or restrictions.

Policy Review Date: September 2023

Board Adoption Date: September 12, 2023

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BOARD DESIGNEE AUTHORIZATION FORM

Only Governmental appointees (e.g., cabinet secretaries, directors) may name a designee for any meeting. Designees must be identified in writing. All designees may vote or comment as if they were permanent board members.

If a designee and the permanent board member for whom they are designated attend same meeting, only the permanent board members may vote. In this situation the designee is considered a member of the public with the same parliamentary freedoms or restrictions.

(Board Member Print Name)

(Title)

(Signature and Date)

I request that the individual named below has designated authority to vote on my behalf in my capacity as a Delaware Workforce Development Board member. This authorization is effective until _____.

Authorized Designee:

(Designee's Name and Title)

(Designee's Email and Phone Number)

(Designee's Signature and Date)

Policy on Conflicts of Interest and Disclosure of Certain Interests

Policy on Conflicts of Interest and Disclosure of Certain Interests

The Delaware Workforce Development Board (DWDB) is committed to maintaining the trust and confidence of the citizens of Delaware. To uphold integrity and transparency, all Board and Committee members must conduct business in a fair and ethical manner. The appearance of, or actual, conflicts of interest can undermine credibility, making it essential to establish clear guidelines for identifying and addressing such situations.

This Policy on Conflicts of Interest is intended to help members of the Board and Committees identify situations that present potential conflicts of interest, and to provide procedures which will allow work to be deemed ethical and valid.

Definitions

A "Conflict of Interest" is any circumstance described in Section 2 of this Policy.

A "Responsible Person" is any person serving as a Member on the DWDB and/or Committee.

A "Family Member" is a spouse, domestic partner, parent, child, sibling or in-law of a Responsible Person.

A "Material Financial Interest" in an entity that has a financial interest of any kind, which, in view of all the circumstances, is substantial enough that it would, or reasonably could, affect a Responsible Person's judgment with respect to transactions to which the entity is a party. This includes all forms of compensation.

A "Contract or Transaction" is any agreement or relationship involving the sale or purchase of goods, services, or rights of any kind, the providing or receipt of a loan or grant, or the establishment of any other type of pecuniary relationship. Donations to the DWDB or its Committees are not considered Contracts or Transactions.

Conflict of Interest Defined

For purposes of this policy, the following circumstances shall be deemed to create Conflicts of Interest:

1. A Contract or Transaction between the DWDB or Committee and a Responsible Person or Family Member.
2. A Contract or Transaction between the DWDB or Committee and an entity in which a Responsible Person or Family Member has a Material Financial Interest.
3. A Contract or Transaction between the DWDB or Committee and an entity in which a Responsible Person or Family Member is a director, officer, agent, partner, associate, trustee, personal representative, receiver, guardian, custodian, conservator, or other legal representative, or has a relationship where any bias or appearance of bias in a decision-making process exists.

- a. A Responsible Person accepts gifts, entertainment, or other favors from any individual or entity that; or
- b. Doing or seeking business with the DWDB or Committee; or
- c. Receiving or seeking financial support from the DWDB; or
- d. Under circumstances where it might be inferred that such action was intended to influence or possibly would influence the Responsible Person in the performance of their duties. This does not preclude the acceptance of items of nominal or insignificant value or entertainment of nominal or insignificant value, which are not related to any particular transaction, or activity of the DWDB or Committees.

Procedures

1. **Disclosure Requirement:** Before any action on a Contract or Transaction, a Responsible Person with a potential Conflict of Interest must disclose all relevant facts. This disclosure will be recorded in the meeting minutes.
2. **Non-Attendance Disclosure:** If a Responsible Person cannot attend a meeting where a Conflict of Interest may arise, they must disclose the conflict to the Chair, who will report it during the meeting. The disclosure will be recorded in the meeting minutes.
3. **Restricted Participation:** A Responsible Person with a Conflict of Interest:
 - May provide factual information if requested but must not influence discussions or decisions.
 - Must abstain from voting on the Contract or Transaction. The abstention will be noted in the meeting minutes.
4. **Determination of Conflict:** If uncertainty exists, the Chair or their designee will determine whether a Conflict of Interest applies.

Confidentiality

Each Responsible Person shall exercise care not to disclose confidential information acquired in connection with such status or information, the disclosure of which might be adverse to the interests of the DWDB and its Committee. Furthermore, a Responsible Person shall not disclose or use information relating to the business of the DWDB or the DWDB's Committees for the personal profit or advantage of the Responsible Person or a Family Member.

Review of the Policy

Each Responsible Person shall be required to review a copy of this policy and to acknowledge in writing that they have done so.

Annually, each Responsible Person shall complete a disclosure form identifying any relationships, positions, or circumstances in which the Responsible Person is involved that they believe could contribute to a Conflict of Interest. Such relationships, positions, or circumstances might include service as a director of or consultant to a nonprofit organization, or ownership of a business that might provide goods or services to the DWDB and the DWDB's Committees. Any such information regarding business interests of a Responsible Person or a Family Member shall be treated as confidential and shall generally be made available only to the Chair, the Executive

Director, and any committee appointed to address Conflicts of Interest, except to the extent additional disclosure is necessary in connection with the implementation of this Policy.

This policy shall be reviewed annually by each Member of the DWDB and Committee. Any changes to the policy shall be communicated immediately to all Responsible Persons.

Policy Review Date: March 2025
Board Adoption Date: March 4, 2025

Conflict of Interest Disclosure Form



DELAWARE WORKFORCE DEVELOPMENT BOARD

Name: _____

☐

***I have no** outside activities, nor have I accepted any gifts, gratuities, or entertainment, that present an actual or apparent Conflict of Interest.*

☐

***I have** the following outside activities, or have accepted gifts, gratuities, or entertainment, that present an actual or apparent Conflict of Interest.*

Please describe in the space provided below any relationships, positions, or circumstances in which you are involved that you believe have contributed, or could contribute, to a Conflict of Interest arising (as defined in the Delaware Workforce Development Board's Policy on Conflicts of Interest for the Board and its Committee).

I hereby certify that the information set forth above is true and complete to the best of my knowledge. I have reviewed, and agree to abide by, the Policy of Conflict of Interest of the Delaware Workforce Development Board and Committee that is currently in effect.

Signature: _____ Date: _____

Monitoring Policy

Introduction: The Delaware Workforce Development Board (DWDB) has established an oversight and monitoring process that includes an annual onsite review of all program providers through monitoring visits and ongoing reviews of Eligible Training Providers List (ETPL). These activities are required to fulfill the oversight responsibilities in accordance with the Workforce Innovation and Opportunity Act (WIOA). Recipients are responsible for managing the day-to-day operations of the federal and state funding they receive. To fulfill their role as a steward of federal and state funds, DWDB staff monitors to identify potential problems and areas where technical assistance or corrective action might be necessary.

Policy: Monitoring is performed through desk reviews and onsite visits. Monitoring activities include:

- A review of program and participant services to include the intake and referral process, eligibility certification, priority of service, registration, objective assessment, classroom training, on-the-job training, work experience, and supportive services;
- A review of program administration and management practices, including fiscal and accounting procedures, reporting, internal control systems (*e.g.*, protection of personally identifiable information (PII)); and
- A review of nondiscrimination and equal opportunity (EO) policy and procedures.

Frequency of Monitoring

Programmatic and fiscal monitoring is conducted each year with a minimum of one on-site visit per year. EO WIOA Section 188 monitoring is conducted once per year.

Due to the complexity of each funding source's compliance requirements, all newly funded providers will receive additional guidance in the form of an orientation site visit and initial site visit. DWDB reserves the right to conduct additional site visits as necessary.

Site visits can consist of the following types:

Pre-monitoring Site Visits

Procedure:

- a. Before final approval of a new provider, DWDB will conduct a pre-monitoring site visit. The purpose of this visit is to determine the organization's capacity for meeting the application requirements and minimum standards for training services.
- b. The review will be consistent with the regular monitoring DWDB conducts on its providers. Anything that the potential provider does not have in place, it must either develop according to the timelines set by DWDB or demonstrate its capacity to meet the requirement.
- c. The site visit will be followed by a site-visit report to be completed as soon as possible, but no later than 30 business days after the visit. The report will include timelines that potential providers must adhere to receive application approval.
- d. If deadlines are not met by the organization or if the documentation provided is inadequate, DWDB may deny implementation of the application with the organization.

DWDB may also deny application initiation with the organization if the pre-monitoring site visit causes DWDB to conclude that the organization does not have sufficient capacity to meet the application obligations or meet minimum standards.

- e. DWDB will work with the organization as much as possible to assist them in understanding the requirements of the application and site visit report. DWDB will provide trainings when possible and as needed by the organization to meet requirements.

Orientation Site Visit

Procedure:

- a. Within three months of a provider commencing services, DWDB may schedule an orientation site visit with the provider. DWDB might not conduct the orientation site visit if DWDB determines that all the items to be reviewed and the information needed by the provider were covered during the pre-award site visit.
- b. The site visit is an opportunity for the administration organization staff to make introductions with the provider and give an overview of the roles and responsibilities of the administrative organization and the provider. Administrative organization staff will review the policies, monitoring tools, data requirements, and other application requirements.
- c. At a minimum, the orientation site visit will consist of a review of the monitoring tools, the provider's administrative and programmatic policy and procedure manuals, personnel files, any services specific standards of care, and client files.
- d. Each provider must undergo a DWDB accountant review. This review will include reviewing the provider's fiscal policies and financial records, as well as providing additional technical assistance as needed.
- e. DWDB will verify that the provider's client-satisfaction process is in place.
- f. Any recommendations for improvements and any required actions will be documented in a letter to the provider with a timeline. The provider is responsible for addressing those recommendations within the timeline provided. Failure to address the recommendations could result in sanctions, including disallowed expenses for that time.

Initial Site Visit

Procedure:

- a. Within the initial application year, DWDB will schedule an initial site visit.
- b. This site visit is an opportunity to evaluate the implementation of compliance guidelines and recommendations from the orientation site visit. Failure to address the required actions from the orientation site visit could result in sanctions.
- c. The initial site visit will be a full review using all current monitoring tools including data and fiscal tools.
- d. Any findings and recommendations will be documented in a site visit report to the organization as soon as possible, but no later than 30 business days after the visit.
- e. Any findings will need to be addressed in a formal plan of corrections in accordance with the plan-of-correction policy.

- f. Following the initial site visit, each provider will be monitored according to the DWDB monitoring policy.

Annual Site Visits

All providers providing training services funded by the DWDB shall receive one programmatic, pre-arranged site visit each year for the purpose of evaluating application compliance. Additional site visits may be conducted as needed. A formal written report of the site visit findings shall be provided to the provider by DWDB as soon as possible, but no later than 30 business days after completion of the site visit. Providers have 30 business days in which to respond in writing to the findings unless another timeline is given as a part of the site visit report. DWDB retains the right to make unscheduled site visits at any time when the need is indicated by specific circumstances.

Procedure:

- a. DWDB staff will contact appropriate provider staff to schedule a date for the visit.
- b. Written notification of the site visit will be sent to the organization staff 30 calendar days before the visit.
- c. A copy of the monitoring tools to be used will be sent to the appropriate staff two weeks before the visit.
- d. Monitoring staff will identify the staff to be present and activities planned.
- e. The provider will be contacted the week prior to the site visit to confirm date and time of the visit.
- f. Providers must confirm the date and time of the visit.
- g. Providers must submit to DWDB copies of policies requested at least seven calendar days before the scheduled visit.
- h. Monitors will conduct desktop audits of the provider prior to the on-site review. The desktop audit may include a review of the timeliness of reports submitted by the provider, a review of organization or program policies and procedures, and a review of information in Delaware Job Links (DJL).
- i. Employee or client interviews can be scheduled at DWDB's discretion, as needed to assist DWDB in determining organization compliance and effectiveness of service delivery. When scheduling and conducting client interviews, DWDB will strictly uphold client confidentiality procedures and ensure that clients fully understand that the interview is completely voluntary and that they may opt out at any time. The monitor will notify the provider in writing that she plans to interview employees or clients. The monitor will include the method for those interviews.
- j. Monitoring staff will arrive at the designated provider site visit at the agreed upon date and time with all proper materials for conducting the site visit (site visit evaluation instrument, copy of appropriate sections of application, schedule of provider submissions dates for required reports, etc.).
- k. Monitoring staff will meet with the appropriate provider staff to summarize initial findings and recommendations.
- l. Monitoring staff will complete a formal written report of the site visit, identifying specific recommendations and findings, and send the report to the provider as soon as

possible but no later than 30 business days of completion of the site visit. The report will notify the provider that it must respond to all findings in writing within 30 business days or in another timeframe indicated by DWDB.

- m. DWDB staff will evaluate the provider's written response and notify the provider in writing if the provider response is inadequate in any fashion. Staff shall notify the provider in writing when all findings are properly resolved.
- n. The monitor will review the provider response and take further actions if the response is not received within the required timeframe or if findings are not resolved in a timely manner or the provider is otherwise noncompliant.

Supplemental Site Visits

Supplemental site visits will be conducted for any established provider as needed to assess compliance with guidelines. The DWDB reserves the right to conduct additional site visits as necessary, and the visits may be announced or unannounced.

Procedure:

- a. DWDB staff will determine if a supplemental site visit is necessary.
- b. DWDB staff will focus the review on newly established compliance criteria and may also review administrative and programmatic policy and procedure manuals, personnel files, client files, and any previous findings.
- c. Employee or client interviews can be scheduled at DWDB staff discretion. When scheduling and conducting client interviews, DWDB staff will strictly uphold client's confidentiality procedures and ensure the clients fully understand that the interview is completely voluntary and that they may opt out at any time.
- d. DWDB staff will communicate the results to the provider in the form of a supplemental site visit report as soon as possible but no later than 30 business days.
- e. Any findings will need to be addressed in a formal plan of correction.

Follow-up Site Visits

When deficiencies are found that warrant additional site visits at a provider, DWDB staff will conduct follow-up site visits to verify that the plan of correction is being implemented. The DWDB reserves the right to conduct additional follow-up site visits as necessary to verify the implementation of a plan of correction.

Procedure:

- a. DWDB staff will conduct a follow-up site visit when it is determined to be necessary to ensure that a provider is meeting application obligations and program standards. Follow-up site visits may also be conducted due to a change at the organization, such as a change in management, staff, address, or other circumstances that might warrant a follow-up site visit.
- b. DWDB staff may conduct the follow-up site visit within 30 days following the adoption of the plan of correction.
- c. DWDB staff may contact the provider to determine staff availability but is not obligated to do so.

- d. The monitor will focus her review on the findings from the site visit report, any changes made to address the findings in the adopted plan of correction, and any newly established compliance criteria.
- e. Employee or client interviews can be scheduled at DWDB's discretion as needed to assist DWDB in determining organization compliance and effectiveness of service delivery. When scheduling and conducting client interviews, DWDB staff will strictly uphold client confidentiality procedures and ensure that clients fully understand that the interview is completely voluntary and that they may opt out at any time.
- f. The monitor will send a letter to the provider regarding the follow up visit as soon as possible but no later than 30 business days of the visit. In the letter, the monitor will state that an adequate system has been implemented to address each finding or recommend further action by the organization.
- g. Failure to implement the plan of correction and address each finding to the satisfaction of the administrative organization could result in disallowed expenses for that time, withheld reimbursements, or other sanctions.

Plan of Correction

Policy Statement: If gaps or deficiencies are found during the monitoring process, the monitoring report will include recommendations to address the identified problem areas. A plan of correction may also be required when deficiencies are found through desktop monitoring or if issues are identified between site visits. The type and extent of the issues identified will dictate the required corrective action. Recommended actions may include:

- **Technical Assistance:** The monitor will recommend the provision of technical assistance or additional guidance when a deficient condition is caused by inadequate information or training.
- **Policy or Procedural Changes:** The monitor will submit appropriate recommendations for procedural changes to result in acceptable performance.
- **Corrective Action Plan:** The monitor will recommend the creation of a corrective action plan if there are deficiencies which must be addressed by the ETPL provider.

CORRECTIVE ACTION IMPLEMENTATION: Providers must implement the recommended corrective action within the timeframe indicated in the monitoring report letter. The implementation will be closely tracked by the monitor to:

- a. Determine the overall efficiency and effectiveness of the approach; and
- b. To measure progress toward resolving the problem.

Procedure:

- a. DWDB staff will notify a provider of any findings in a written site visit report. This report will be accompanied by a dated letter.
- b. Providers are required to respond in writing to the monitor's recommendations to acknowledge that the corrective action plan is being implemented within 30 business days from the date of the letter, unless given another timeframe from DWDB.

- c. The response will include a plan of correction. The plan of correction will detail the way the provider will address findings and will include a timeline of implementation for each step of the plan.
- d. Failure to submit a plan of correction within the allotted timeframe could result in disallowed expenses for that time, withheld reimbursements, or other sanctions.
- e. DWDB staff will review the plan of correction for appropriateness and will either adopt or revise the plan of correction.
- f. Once the plan of correction has been adopted or revised, DWDB staff will follow the progress of the provider's implementation of the established plan of correction through follow-up visits. Providers may request extensions, in writing, if the extension is reasonable and provides justification for such an action.
- g. Follow-up site visits will be conducted in accordance with the follow-up site visit procedures.
- h. The DWDB reserves the right to schedule as many follow-up site visits as necessary to verify the plan of correction has been implemented.
- i. Failure to implement a plan of correction will result in sanctions. This can include disallowing expenses, suspending reimbursements, or terminating the application.

Significant Site Visit Findings

When any site visit leads to the discovery of serious concerns about the quality of services that might negatively impact the health and safety of clients, DWDB staff will meet to determine the appropriate way the findings should be resolved and the appropriate sanction, if any, which should be imposed until the finding has been corrected. DWDB staff will work with other staff as appropriate.

Procedure:

- A. DWDB staff will discuss the concern to determine the appropriate course of action that needs to be taken in accordance with DWDB policies to resolve the concern.
- B. Depending on the severity of the concern, DWDB may elect to immediately institute sanctions against the provider until the situation is resolved.
- C. DWDB will address the concern in any manner necessary to assure client health and safety, up to and including termination of the application or program.

Policy Review Date: September 2023

Board Adoption Date: September 12, 2023

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SECTION 2:

PROGRAM FUNDING

High Demand Occupation List Policy

Funding Guidelines

Program Funding Policy

Transfer of Funds

High Demand Occupation List Policy

High Demand Occupation List Policy

Purpose. The Delaware Workforce Development Board (DWDB) establishes this policy regarding DWDB's High Demand Occupation List as required under the Workforce Innovation and Opportunity Act (WIOA).

Background: WIOA requires boards to identify occupations that are in demand in their State. This policy establishes the process that DWDB shall use for developing and maintaining a list that identifies high demand occupations in the state. In-demand refers to occupations, industry sectors or clusters, or career pathways that have been identified as emerging, growing, and a priority for workforce partners, or otherwise having the best job prospects due to the workforce needs or hiring demands of employers. WIOA Title I Adult and Dislocated Worker training funds may only be used to assist customers enrolled in courses of study that lead to entry into an occupation on this approved list through a state approved eligible training provider or under training contracts. WIOA Title I Youth and special assessment, commonly known as Blue-Collar funds, as described in 19 Del. C. c. 34, when doing occupational skills training, should align with the High Demand Occupation List. However, the allocation of Title I Youth and Blue-Collar funds is at the discretion of the board, allowing for flexibility in their use to meet specific local needs and priorities. REFERENCES • Workforce Innovation and Opportunity Act (WIOA) Section 3(23)(B), WIOA Sec. 134(c)(3)(F)(v), WIOA Sec. 134(c)(3)(G)(ii)(V)(aa), WIOA Sec. 134(c)(3)(G)(iii), • OWDI #15-2017 and subsequent guidance.

Targeted Industry Priorities. DWDB establishes industries to focus on. This includes:

- Financial & Business Services
- Healthcare & Education
- Manufacturing & Logistics
- Food & Agriculture
- Science & Technology
- Construction & Mechanical Trades

General Guidance.

1. Obtain most up-to-date versions of the documents in Table 1. Join tables together on SOC code. Calculate percent growth and turnover rate for each occupation.
2. Apply below filters on industry, job growth, and wage to data.
 - a. Industry focus: Exclude Management, Food Prep, and Grounds Maintenance Industries (based on broad description of occupation)
 - b. Growth: Annual job openings must be either greater than 25, with percent growth greater than 0 OR percent growth must be above 7
 - c. Wage: Median hourly wage must be greater than or equal to \$21.73/hr.
 - i. Some SOC codes will only have annual salary data. In that case, filter on the annual wage column (greater than or equal to \$45,201). This cutoff is subject to change as minimum and living wage calculations fluctuate.
 - ii. The number was determined (in conjunction with DOE) from OOLMI's industry projections report. It is the lower end of the average wage range for the state.

3. Compare this preliminary list of SOC codes that these filters generate with the previous year's High Demand Occupation List.
 - a. Create sub-list of SOC codes that were on the previous year's list, but not on this preliminary list. Evaluate why they were excluded. Some of those occupations from previous years may be included upon individual analysis, despite not meeting the filters' requirements.
 - b. Create sub-list of SOC codes that are on the preliminary list, but not on previous year's list. Consider the below factors to evaluate any new or missing SOC codes to determine which should be included on the final list.
4. Review lists with Chair & Executive Director. Utilize strategic planning/business engagement committees for further review. Finalize at full board meeting.

Other things to consider:

1. Alignment with DWDB Focus Industry (based on Cluster).
2. Service Workers (by EEO Classification) considered only if linked with a DWDB Focus Industry.
3. Administrative Support Workers (by EEO Classification) considered only if linked with a DWDB Focus Industry.
4. Exclusion if typical entry education is no formal educational credential.
5. Exclusion if typical entry education is Master's degree.
6. Exclusion if typical entry education is Doctoral or professional degree.
7. Exclusion wage \$67/hr. or higher.
8. High turnover: greater than the average rate for all jobs in the state.
9. Tier Assignment
 - a. Tier 1:
 - i. Self-sufficiency wage: \$21.73 – in line with OOLMI's average wage
 1. Livable wage: \$21.73, as determined by MIT study (study updates wage annually)
 - ii. Post-secondary education or training up to and including a Bachelor's degree
 - iii. Alignment with a focus industry
 - iv. At least one of the following:
 1. Demonstrates growth (positive projected growth if > 20 openings OR greater than 7% projected growth)
 2. Mission-critical occupation (e.g., industrial machine repair mechanics) at the discretion of the Board
 3. Middle skill craft workers with high growth and projected openings
 - b. Tier 2
 - i. Not in tier 1 (e.g., Hospitality or tourism industries)
 - ii. Career pathways: aligns with the priorities of the Delaware Pathways program
 - iii. Mission critical at the discretion of the Board

Exceptions. The DWDB has the authority to make exceptions to occupations at its discretion.

Table 1: Relevant Variables and Documents

Variables	Explanation	Source
SOC_Code	Standard Occupational Classification Code from DEDOL Long-Term Occupation Projection 2022-2032 Report	https://lmi.delaware.gov/Projections/long-term-occupation
Job_Title	Description of SOC Code from DEDOL Long-Term Occupation Projection 2022-2032 Report	https://lmi.delaware.gov/Projections/long-term-occupation
industry	Industry of occupation derived from first 2 digits of SOC code	https://www.bls.gov/soc/2018/home.htm
Employment_2023	Baseline year employment number in Delaware for SOC codes derived from DEDOL Short-Term Occupation Projection 2023-2025	https://lmi.delaware.gov/Projections/short-term-occupation
Projected_Employment_2032	Projected employment number in Delaware for SOC Codes derived from DEDOL Long-Term Occupation Projection 2022-2032 Report	https://lmi.delaware.gov/Projections/long-term-occupation
Total_Annual_Openings_2032	Projected annual job openings in Delaware for SOC Codes derived from DEDOL Long-Term Occupation Projection 2022-2032 Report	https://lmi.delaware.gov/Projections/long-term-occupation
percent_growth	Calculated percent change in employment from employment_2023 statistic and projected_employment_2032 statistic	
Median_Hrly	Median Hourly Wage for SOC Code in Delaware derived from May 2023 Occupational Employment and Wage Statistics (OEWS) Survey through BLS	https://www.bls.gov/oes/current/oes_de.htm

Median_Annl	Median Annual Wage for SOC Code in Delaware derived from May 2023 Occupational Employment and Wage Statistics (OEWS) Survey through BLS	https://www.bls.gov/oes/current/oes_de.htm
EEO_Classification	EEO-1 Category associated with each SOC Code derived from EEOCData.org	https://eeocdata.org/pdfs/2023_EEO_1_Component_1_Job_Classification_Guide.pdf
Typical_Entry_Edu	Typical entry level education requirement for each SOC code as noted in BLS Education and Training Assignment by Detailed Occupation report, 2022	https://www.bls.gov/emp/tables/education-and-training-by-occupation.htm
Skill	Skill level, as determined by Office of Labor Projections	Delaware 2030 Occupation and Industry Projections.pdf
Cluster	Career Cluster, aligned with DOE, Pathways, DWDB State Plan	Alan Phillips, DEDOE CTE Office
Turnover_Rate	Annual Openings Due to Labor Force Exits + Annual Openings Due to Occupation Transfers / Base Year Employment	https://lmi.delaware.gov/Projections/long-term-occupation

Policy Review Date: September 2024
Board Adoption Date: October 15, 2024
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Funding Guidelines

Purpose: The Delaware Workforce Development Board establishes these funding guidelines to support and advance its strategic vision. These guidelines set the baseline for service delivery within Delaware’s publicly funded workforce system and also serve as an annual policy framework.

General: The DWDB funds a variety of programs throughout the year, including (but not limited to) youth programs, occupational skills training, and post-secondary education programs. All funded programs must ultimately lead to employment or measurably increase the likelihood of employment. The DWDB will not fund enrichment or education programs that do not directly support workforce participation.

Priorities. DWDB established the following priorities for the 2024-2027 State Plan:

1. Prioritize investments in sectors that will enable Delawareans to get back to work and increase growth in high-skill, high-wage jobs. DWDB will address the immediate needs of our economy to ensure jobs are filled that enable Delaware families to enter or re-enter the workforce. These are designated in the DWDB Strategic Plan as the “enabling sector” such as individual and family services, education, home health industries. The second area of focus is on growth sectors (healthcare, advanced manufacturing, technology including biotech, fintech, IT, and construction).
2. Raise the bar on educational attainment to reflect the needs of our future economy. Most jobs require education or training beyond high school. Our goal is to increase credential and degree attainment in Delaware from approximately 50.9% to 60% by 2030. DWDB will fund programs that lead to an industry recognized certification or degree.
3. Increase alignment between learning and work and improve how we build talent pipelines. DWDB looks to programs that break down barriers between learning and work through work-based learning experiences, internships, mentoring, apprenticeships, etc. Programs that have a work experience component are essential as they increase alignment of what an employer’s need will be prioritized. This includes prioritizing programs that include digital literacy and durable skills training.
4. Expand opportunity to increase economic prosperity for all Delawareans. Educational and economic equity are foundational to the health of our state. DWDB’s goal is to dramatically reduce the gaps that exist today based on race, ethnicity, disability, and income. DWDB will fund programs that target marginalized populations.

Funding:

1. **Workforce Innovation and Opportunity Act (Federal funding):** Supports adults, dislocated workers, incumbent workers, and youth through contracts and the individual training account vouchers.
2. **Learning for Careers (State funding):** Increase partnerships with local education agencies to increase opportunities for advanced certification and WBL placement prior to graduation.
3. **Blue Collar (State Funding):** Supports adult occupational training and youth through contracts.
 - a. Blue Collar Adult training contracts will be a hybrid contract. The normal standard for the hybrid is to fund as a 60% Cost Reimbursement and a 40%

Performance based contract. Performance payments will be based on Day 1 Outcomes and Day 30 Outcomes.

Funding Mechanisms:

1. **Eligible Training Provider List (ETPL):** Programs must be tied to occupations on the High Demand Occupation List (HDOL)
2. **Contracts:** Funded programs must lead to an occupation on the HDOL. Proposal evaluations will prioritize programs that demonstrate quality, cost effectiveness, and strong outcomes in job placement rates, increased wages, long term job retention, and credential attainment.

General Guidance:

1. Keep Blue Collar funding levels same. 50% to Adult, 50% Youth (of the youth dollars 80% ISY, 20% OSY).
2. Partner Alignment:
 - a. Collaborate with partners to identify and pursue grant opportunities.
 - b. Strengthen connections between the Department of Correction (DOC) and workforce development.
 - i. Map industries and employers that proactively hire justice-involved individuals.
 - ii. Identify service gaps for justice-impacted individuals.
3. Credit for Prior Learning: Continue to award additional points on proposals that allows students to earn credits for college-level learning.
4. Marketing: Create marketing materials for distribution to other agencies on career ladders which showcase high demand industries/occupations.
5. Outcomes Analysis: Staff will analyze degree completion and job placement for funded ETPL programs.
6. Incumbent Worker Training: Set aside up to 20% of the adult/dislocated worker funds for incumbent worker training. Contracts with organizations must have board or executive committee approval.
7. Business Services/WIOA Leadership: Strengthen collaboration among business service representatives across state agencies. Develop a shared employer survey that includes questions such as:
 - a. Do you hire individuals that are justice impacted?
 - b. Do you hire individuals under 18 years old?
 - c. Are you interested in partnering with your local high school, college/universities, or training provider for work-based learning experiences?

Adult Priorities:

1. Align funding with Delaware's labor market needs.
2. Continue funding the GED program at Fox Valley at \$17,000. to fund at \$17,000.
3. Financial Literacy:
 - a. Offer Stand by Me Classes at the American Job Centers (AJC).
 - b. Provide additional RFP points for programs that incorporate financial literacy.
4. Digital Literacy:

- a. Offer Digital Literacy at the AJCs via the Library's Northstar program
 - b. Award additional RFP points for digital literacy skills training.
- 5. Encourage integration of AI training within programs.
- 6. Require proposals to describe how they engage with businesses and showcase participant talent.
- 7. Request information on how programs support individuals with disabilities and justice-involved individuals.
- 8. Update the adult policy to allow state dollars to include individuals that are 17 years old and have a high school diploma or GED.

Youth Priorities:

- 1. Provide additional RFP points for aligning work experience (WEX) with occupations listed on the HDOL.
- 2. Provide additional points for programs that introduce AI training within their program.
- 3. Require proposals to explain how programs engage with businesses and showcase participant talent.

Governor's Reserve:

- FY27: Set aside the entire amount for governor's priorities (TBD).
- FY26: \$500,000 set aside for statewide activities. (\$300,000 of adult/dislocated worker for specialized training and \$200,000 of youth for pipelines to registered apprenticeship programs).
 - Recommendations are to utilize the FY26 funding for the following:
 - Use the adult/dislocated worker funding for the Governor's Executive Order #1
 - Use the youth funding for pipeline to apprenticeships via a request for proposals or through contracts less than \$100,000.

Funding opportunities approved on October 16, 2025

Policy Review Date: October 7, 2025

Board Adoption Date: October 16, 2025

WIOA Performance Measures	Delaware Final Negotiated Goals	
	PY 24	PY 25
WIOA Adult		
Employment (Second Quarter after Exit)	78.00%	79.0%
Employment (Fourth Quarter after Exit)	75.0%	76.0%
Median Earnings	\$7800	\$8,000
Credential Attainment Rate	64.0%	64.5%
Measurable Skill Gains	37.0%	39.0%
WIOA Dislocated Worker		
Employment (Second Quarter after Exit)	72.0%	72.5%
Employment (Fourth Quarter after Exit)	75.0%	76.0%
Median Earnings	\$9,800	\$10,000
Credential Attainment Rate	65.5%	66.0%
Measurable Skill Gains	31.0%	33.0%
WIOA Youth		
Employment (Second Quarter after Exit)	66.0%	67.5%
Employment (Fourth Quarter after Exit)	72.5%	74.0%
Median Earnings	\$2,500	\$2,600
Credential Attainment Rate	74.5%	75.0%
Measurable Skill Gains	60.5%	62.0%
Labor Exchange (Employment Service)		
Employment (Second Quarter after Exit)	60.5%	61.50%

Employment (Fourth Quarter after Exit)	61.0%	62.00%
Median Earnings	\$6,800	\$7,100

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Program Funding Policy

Introduction: The Delaware Workforce Development Board (DWDB) will fund multiple types of programs throughout the year. These will include youth programs, occupational skills programs, post-secondary education programs, and targeted tier one and tier two programs. All programming must ultimately lead to employment or increase the likelihood of a person being employed. The DWDB will not fund enrichment programs or education programs that do not directly lead to employment. The primary driver of accessible training is the state’s High Demand Occupation List, which is developed by the DWDB staff, with input from the Delaware Department of Labor (DOL) Office of Occupational and Labor Market Information (OOLMI), the core partners, and training providers. The DWDB intends to align occupational expenditures with the State’s Strategic Plan. The DWDB, primarily in partnership with DOL Department of Education and Training (DET), allots funds through its contracting process, the Individual Training Account (ITA) process, and grants.

Funds Allocations: Initial allocation recommendations will go to the DWDB Proposal Review and Certification Committee and the DWDB Executive Committee, which will review DET recommended initial funding allotments. The board is free to accept or reject, in whole or in part, the recommendations. DET (and partners as appropriate) will build work experience funds into allocation projection.

General Guidance: The DWDB will adhere to Delaware’s state procurement policy, which establishes competitive procurement procedures through a request for proposal (RFP) process. The DWDB and DET deliver youth services primarily by soliciting proposals through an RFP from providers for both In-School-Youth and Out-of-School-Youth programming. The DWDB may also solicit proposals for adult and dislocated worker programming. The contract may be a mix of Federal WIOA funds, state Blue Collar Funds, and other funds that may become available through resource alignment activities. Even though the DWDB usually issues an RFP in early January for most of its contract services, the DWDB may issue other RFPs throughout the year as needed or as funding is received. The DWDB intends that partners and representatives of different agencies contribute and “braid” funds whenever possible when developing RFPs.

The DWDB issues the following guidance:

- The DWDB staff develops the RFP process. All proposals received are put through a competitive process and reviewed by panel members (consisting of no less than three members, with one being a DWDB member). Panels have the discretion to fund proposals in whole, in part, or not at all. When funding programs, RFP panels will—to

the greatest extent possible—fund programs in full and not divide limited funds between programs.

- The Consolidation Committee, which comprises each panel lead, must establish a priority list for funding programs should additional funds become available. The DWDB Executive Director and the DET Director will reallocate returned funds to programs who are meeting or exceeding performance measures. Returned funds will not be reallocated to programs not meeting their measures as outlined in current contracts. The DWDB envisions reallocations will be proportional between successful programs; however, the DWDB Executive Director and the DET Director have latitude to reallocate funds disproportionately if a provider has an urgent need. If monies other than returned funds become available, an additional RFP will be issued.
- No more than 50 percent of the Blue-Collar Funds may be used for Youth Programs. The remaining Blue-Collar funds will be used to fund adult training program and to underwrite such other innovative training programs the board finds appropriate.
- Year-to-Year RFP Process. The DWDB directs its staff to annually update “The Steps to RFP Success” process prior to the December Executive Committee meeting. DWDB staff will present any changes to the process.

Awarding Additional Points for RFP Submissions. DWDB may add additional categories worth additional points from time to time. DWDB and DET staff may make recommendations for additional points to be awarded based on economic conditions, high needs training areas, or other reasons. These points will be listed in the RFP.

Contract Guidance. This section issues guidance for all contracts.

To the extent possible, definitions provided in the federal law and regulations are the definitions for all sources of funds, including Blue Collar, except the definition of eligibility.

The DWDB may, at its discretion, establish local performance measures for specific populations (*e.g.*, re-entry, underserved youth, and adults) when using state dollars. The DWDB will ensure local performance measures are established in an RFP document as appropriate.

Prior to executing a contract, proposers without current contracts will provide a copy of their most recent tax return or a copy of a prepared financial statement signed by a third-party financial professional to establish their fiscal soundness and eligibility. In the event a financial statement is too complicated for a layman’s analysis, a member of DWDB or a subject matter expert will evaluate the document.

All Providers will offer training which provides the client with the opportunity to earn a Diploma, or a GED, or Industry Recognized Certificate as defined in USDOL TEGL 10-16.

Basic language, digital literacy, durable skills, numeric skills training, when appropriate, will be provided concurrently with skills training. As part of the RFP, proposers will be asked to describe their plan to meet this requirement.

The DWDB requires programs with a combination of activities—programs combining classroom training including internship, work-based learning, or clinical opportunities. Participants shall be paid for all work experiences.

Contractors will provide retention services, as necessary, including during the day and evening to meet performance measures for 12 months following exit, except for Adult Blue Collar. Adult Blue-Collar exits will require six months of follow-up.

The proposal rating criteria will favor those proposals that demonstrate the ability to operate quality, cost-effective training programs that result in high placement rates, long-term job retention, and credential attainment. Criteria may be expanded from time-to-time to reflect Board priorities. Any changes will be reflected in the RFP.

DWDB will strive to provide training based on each county's needs and in reasonable proportion to the population. This is a goal, not a hard and fast rule; submissions by geographic area may not support this.

Program providers shall define their staff qualifications in the proposal for any position for which they are requesting funding.

Proposers will ensure clients use Delaware Job Link to find a job. This will include a current updated resume built in the Delaware Job Link system.

Blue Collar adult training contracts will be hybrid. The normal standard for the hybrid is to fund as a 60% Cost Reimbursement and a 40% Performance Based contract.

DET and core partners will ensure all work experience requirements are paid.

Specific Youth Contract Guidance: This section provides general guidance on all youth contractors/proposers. Reference 20 CRF part 681.410(a).

Youth programs will primarily be contracted through the competitive procurement process. Proposals will be solicited via an RFP for In-School Youth and Out-of-School Youth programs and services focused on individuals with one or more barriers to employment to prepare for postsecondary training or education and employment. In-School and Out-of-School Youth programs may be funded with Blue Collar, WIOA funds or any additionally funding received by DWDB.

Youth proposers will identify the credential obtained when a program is successfully completed.

The Youth Committee will provide oversight for contracted youth programs on behalf of the board. Youth Committees may recommend policy direction to the DWDB for the design, development, and implementation of programs that benefit all youth. Other tasks that a committee may take on are activities such as leveraging resources and coordinating services among schools, public programs and community-based organizations serving youth, recommending eligible youth service providers, providing on-going leadership and support for continuous quality improvement for local youth programs, and assisting with planning

operational and other issues relating to the provision of services to youth. A member of the Youth Committee will staff the youth RFP panels.

The program elements required under WIOA section 129(c)(2) and 20 CFR 681.410 and discussed further in TEGL 21-16 are:

- Tutoring, study skills training, instruction and evidence-based dropout prevention, and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized post-secondary credential.
- Alternative secondary school services, or dropout recovery services, as appropriate.
- Paid and unpaid work experiences that have academic and occupational education as a component of the work experience, which may include the following types of work experiences:
 - Summer employment opportunities and other employment opportunities available throughout the school year
 - Pre-apprenticeship programs
 - Internships and job shadowing
 - On-the-job training opportunities
- Occupational skill training, which includes priority consideration for training programs that lead to recognized post-secondary credentials that align with in-demand industry sectors or occupations in the local area involved, if the Local Board determines that the programs meet the quality criteria described in WIOA sec. 123.
- Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster.
- Leadership development opportunities, including community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors.
- Supportive services.
- Adult mentoring for a duration of at least 12 months that may occur both during and after program participation.
- Follow-up services for not less than 12 months after the completion of participation.
- Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling, as well as referrals to counseling, as appropriate to the needs of the individual youth.
- Financial literacy education.
- Entrepreneurial skills training.
- Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career-exploration services.
- Activities that help youth prepare for and transition to post-secondary education and training.

Potential providers must:

1. Provide an objective assessment of the academic levels, skill levels, and service needs of each participant, and developmental needs of such participant, for identifying appropriate services and career pathways for participants.
2. Develop service strategies for each participant that are directly linked to one or more of the indicators of performance that shall identify career pathways that include education and employment goals (including in appropriate circumstances, nontraditional employment) and appropriate services for the participant considering the assessment conducted.
3. Provide preparation for postsecondary educational and training opportunities.
4. Provide strong linkages between academic instruction and occupational education that lead to the attainment of recognized postsecondary credentials.
5. Prepare clients for unsubsidized employment opportunities, in appropriate cases.
6. Develop activities leading to the attainment of a secondary school diploma or its recognized equivalent, or a recognized postsecondary credential.
7. Create effective connections to employers, including small employers, in in-demand industry sectors and occupations of the local and regional labor markets.
8. Provide at least 25 percent of their allocation to provide paid work experience activities.
9. Funded youth providers are not required to directly provide all program elements. All funded providers are required to ensure youth have access to all program elements:
10. Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential.
11. Alternative secondary school services, or dropout recovery services, as appropriate.
12. Paid work experience that has as a component academic and occupational education, which may include:
 - a. summer employment opportunities and other employment opportunities available throughout the school year;
 - b. pre-apprenticeship programs;
 - c. internships and job shadowing; and
 - d. on-the-job training opportunities.
13. Occupational skill training, which shall include priority consideration for training programs that lead to recognized postsecondary credentials that are aligned with in-demand industry sectors or occupations.
14. Leadership development opportunities, which may include community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors, as appropriate.
15. Supportive services.
16. Adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months.

17. Follow-up services for not less than 12 months after the completion of participation, as appropriate.
18. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, as appropriate.
19. Financial literacy education.
20. Entrepreneurial skills training.
21. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services.
22. Activities that help youth prepare for and transition to postsecondary education and training.
23. Education offered concurrently with – and in the same context as – workforce preparation activities and training for a specific occupation or occupational cluster.

Specific Adult/Dislocated Worker Funding Guidance: Adult and Dislocated Worker programs will primarily be contracted through the competitive procurement process and through Individual Training accounts (ITA) vouchers via the ETPL.

The Adult/Dislocated Worker Committee will provide oversight for contracted adult programs on behalf of the board. The Proposal Review and Certification Committee (PRCC) will provide oversight for programs on the ETPL.

ITA General Rules: The DWDB-approved [ITA process manual](#) and policies will govern the steps for initial eligibility and subsequent renewal of providers seeking inclusion or maintaining their status on the Eligible Training Provider List.

The DWDB staff will annually update the ITA Manual in May for approval the Executive Committee or board each year.

American Job Centers, when appropriate, will assess career service applicants in reading and math skills.

American Job Center staff will determine and document eligibility for individuals involved in a career/training service.

Any local American Job Center office providing federal services that fails to achieve 85% of its goal in any year may be required to have a correction action plan.

Performance Measures: DWDB will only approve or renew ITA programs which meet or exceed Delaware's federally mandated performance measures. Performance measures are negotiated by members of DET and DWDB staff as well as board members. These negotiations are done every two years. For Credit programs at open enrollment degree granting institutions are exempt from the credential attainment requirement measure when applying for initial inclusion on the Eligible Training Provider List (ETPL). For credit programs at degree granting institution on the ETPL will meet all performance measures when applying for subsequent renewal. Even so, the DWDB recognizes that some priority populations may require special

considerations. The DWDB may at its discretion—on a case-by-case basis—allow providers serving targeted population some latitude during initial eligibility determination and subsequent renewal.

Policy Review Date: December 2023

Board Adoption Date: December 12, 2023

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Transfer of Funds

Introduction: Section 133(b)(4) of the Workforce Innovation and Opportunity Act (WIOA) allows Workforce Development Boards to transfer, if such a transfer is approved, up to 100 percent of a program-year allocation between the local adult and local dislocated-worker programs. This transfer provides flexibility to provide services in the areas of greatest need.

Policy Statement: There are short-term and long-term effects on program operations that could result from transfers of funds. Transfer requests must be accompanied by an appropriate justification, clearly indicating reasoning the request is being made and how granting the request will benefit the delivery of workforce development services. At a minimum, the rationale for the transfer should:

1. Address the reasons for the transfer request, including current service level information and balances.
2. State how the fund transfer will impact the participant levels in both programs and whether there are adequate funds to maintain services to participants currently enrolled in the programs.
3. Provide assurances that services for Adults and Dislocated Workers will be maintained and describe the expected impact on WIOA performance outcomes for both funding streams.
4. Explain, if unforeseen events incur, how will service continue (i.e., other funding streams available to serve Adult and Dislocated Worker populations).

All requests for transfer must include a written justification addressing each of the above-mentioned considerations and the reasons the transfer is necessary to provide adult or dislocated worker employment and training activities.

Request For Transfer: For transfers of funds, a request must be submitted to the Executive Director of the Delaware Workforce Development Board (ED-DWDB) and the Director of the Delaware Department of Labor Division of Employment and Training (Dir. DET) for review of such transfer for a specific appropriation of adult or dislocated worker funding (i.e., program year or fiscal year of appropriation). The request must specify the type of funding (whether adult or dislocated worker) to be transferred to the other program.

Approving a Transfer: Transfer requests are to be signed by the ED-DWDB and the Dir. DET and submitted to the Delaware Workforce Development Board Chair for final approval. The ED-DWDB will inform the Board at the next meeting of the full Board or Executive Committee.

References: Workforce Innovation and Opportunity Act, § 133(b)(4), Public Law 113-128. NPRM § 683.130 found at 80 Fed. Reg. 20877 (April 16, 2015) (to be codified at 20 C.F.R. § 683.130). O.A.C. 5101:9-31-02, Workforce Investment Act (WIA) formulary allocation methodology. (July 24, 2014).

Policy Review Date: September 2023

Board Adoption Date: September 12, 2023

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Transfer of Funds Request

1. Date of Request:

2. Program Year:

3. Direction of Transfer (Check One):

Adult program to Dislocated Worker program:

☐

Dislocated Worker program to Adult program:

☐

4. Amount of Transfer:

5. Balance of Adult after transfer:

6. Balance of Dislocated Worker after transfer:

7. Considering the factors described under the Transfer of Funds Requirements section, provide a rationale for the following:

- a. The reason for the transfer, including current service level.
- b. How the fund transfer impact the participant levels in both programs and are there adequate funds to maintain services to currently enrolled participants?
- c. Assurances that services for Adults and Dislocated Workers will be maintained, a description of the expected impact on WIOA performance outcomes for both funding streams.
- d. If unforeseen events incur, how will services continue?

Signature

Name

Title

Date

All transfer requests must be approved and signed off by the Director of the Division of Employment and Training, the Executive Director of the Delaware Workforce Development Board (DWDB), and the Chair of the DWDB

Signature	Signature		
Name	Name		
Title	Director, Division of Employment and Training	Title	Executive Director, Delaware Workforce Development Board
Date	Date		
Signature			
Name			
Title	Chair, Delaware Workforce Development Board		
Date			

Instructions for Completing the Transfer of Funds Request Form

TRANSFER OF FUNDS REQUEST FORM

Line 1. Enter the date of the request.

Line 2. Enter the program year.

Line 3. Check the appropriate block regarding the direction of transfer. Only one type of transfer can be entered on each form.

Line 4. Provide the amount of the transfer. Do not include any amount previously transferred.

Line 5. Provide the balance for Adult after transfer.

Line 6. Provide the balance for Dislocated Worker after transfer.

Line 7. Provide the reason(s) for the transfer of funds along with any other pertinent data by answering questions a-d.

Enter in information for person filling out the form.

Submit for approval.

SECTION 3:

INDIVIDUAL TRAINING ACCOUNTS AND ELIGIBLE TRAINING PROVIDER LIST

Initial Application: Eligible Training Provider List (ETPL)- New Application Requirements

Subsequent Renewals: Eligible Training Provider List (ETPL) – Renewal Application and Continuing Eligibility Requirements

Eligible Training Provider (ETP) Appeal Process Policy

Inclusion of Registered Apprentices on the Eligible Training Provider List

Funding Levels for ITAs

Clients Enrolled in Programs No Longer on Eligible Training Provider List (ETPL)

Memorandum of Understanding: ITA Training Providers

Incumbent Worker Training (IWT) Policy

Executive Director Authority to Approve Occupations to Delaware's Eligible Training Provider and Demand Occupation List Between Scheduled Executive Committee Meetings

Initial Application: Eligible Training Provider List (ETPL)- New Application Requirements

Introduction: To maximize customer choice and assure that all population groups are served, a comprehensive process must ensure that a significant number of qualified Eligible Training Providers (ETPs) are available to customers. Reference § 680.450 and TEGL 41-14.

Policy: Prospective providers can submit applications anytime; however, only the Executive Committee or full Board may approve to be added to the ETP list. For the initial eligibility screening, DWDB staff shall complete an initial monitoring visit form. DWDB staff will make an onsite visit to the prospective provider's training site to gather information for the form. The visit will determine whether the provider's facilities are adequate, are safe, and are reflect an atmosphere appropriate to the trade being taught.

After the initial screening is completed, the provider will receive a copy of "The Provider Link User Guide." The provider must complete their provider profile application within Delaware Job Link (DJL). The DWDB staff will only accept complete applications from prospective providers. Complete applications in (DJL) must include:

1. A signed Memorandum of Understanding;
2. A complete information profile for each program with verifiable program-specific information and a statement of course costs and fees that match the course catalog used by the public;
3. Information supporting the provider's partnership with business, which may include information about the quality and quantity of employer partnerships;
4. Debarment disclosure;
5. Delaware Department of Education Certification;
6. A demonstration of at least one-year of experience training job seekers in high-demand occupations and an established a track record in course completion and job placement;
7. A copy of the provider's current business license.
8. A Surety Bond.

DWDB staff will recommend to the Executive Committee or full Board approval/non-approval of initial applications for providers. Following provider approval, staff will inform the provider they can enter programs into DJL for consideration. The staff will review all the programs and develop recommendations for program approval based on, at least, the following criteria:

1. Does the provider program meet a high-demand occupation?
2. Does this provider have an established track record of success for at least one year conducting training and job placement?
3. Does the program offer industry-recognized certifications and credentials?
4. Does the program lead to a recognized post-secondary credential?
5. Does the provider have enough revenue to succeed without the ITA funding?
6. Is the training site equipped to conduct training?
7. Can the training site switch to remote learning if necessary?

8. Does the provider offer trainings that are physically and programmatically accessible for individuals who are employed and individuals with barriers to employment including individuals with disabilities?
9. Are the programs submitted for approval currently available and ready for public use?

The Executive Committee or Board may accept or reject the staff's recommendations in whole or in part

When a program or provider is approved by the Executive Committee or full Board, the DWDB staff will notify the provider of the approval via email.

The DWDB executive director will notify non-approved providers or programs of the decision in writing. At a minimum, the notification will:

1. Be sent via email within 30 days of the decision;
2. Clearly inform the provider of its opportunity to appeal;
3. Have the appeal process as a standalone attachment; and
4. Generally, explain the reason for non-approval.

Providers must collect and provide the following performance metrics based on aggregate data for **all** students in the program to ensure the program supports the ability for the individual to obtain an industry-recognized postsecondary credential or employment upon completion of the program. This includes:

1. Employment 2nd & 4th quarter after exit;
2. Median earnings;
3. Credential attainment;
4. Total number of participants enrolled in the program;
5. Total number of participants completing the program; and
6. Total number of participants exiting the program.

In establishing eligibility criteria, DWDB will take into consideration information reported to State agencies on Federal and State training programs other than programs within WIOA Title I, subtitle B. Eligible training providers receive initial eligibility for only one year for a particular program. Reference: WIOA § 122(b)(4)(B).

After the initial eligibility expires, the initially eligible training providers are subject to the Governor's application procedures for continued eligibility. Reference: § 680.460.

Registered Apprenticeships: All registered apprenticeship (RA) programs are automatically eligible to be included on the statewide ETPL. RA programs are not subject to the same application requirement, performance-information requirement, or period of initial eligibility procedures because they have already gone through a detailed application and vetting process. Reference: 20 CFR § 680.470.

The information required for an RA program to be added to the ETPL is:

1. Occupations included within the registered apprenticeship program;
2. Name and address of the RA program sponsor;
3. Name and address of the related technical instruction provider, including the location of the facility if different from the program sponsor's address;
4. Method and length of instruction; and
5. The number of active apprentices.

Out of state training providers: The DWDB will only accept applications from training providers whose training facility is located out of state if:

1. The training provider and program is listed on the home state's ETPL; and
2. A Delaware provider does not offer the training.

DWDB will evaluate new out-of-state provider applications on a case-by-case basis.

Policy Review Date: September 2025

Board Adoption Date: September 9, 2025

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Subsequent Renewals: Eligible Training Provider List (ETPL) – Renewal Application and Continuing Eligibility Requirements

Introduction: Retaining quality providers and ensuring provider stability is in the best interest of the Delaware Workforce Development Board (DWDB). To ensure Delawareans have access to training, which will give them a competitive edge in the labor market, it is essential the DWDB review providers, including their performance, to ensure only the best are renewed. This may result in longtime providers or select programs being removed from the list. Programs are removed from the list for two years. Providers may reapply on the two-year anniversary of the removal of a specific program. Reference 20 CFR § 680.460.

Training providers who currently have programs listed on the ETPL and want to have their programs remain on the ETPL must follow the procedures for continuing eligibility determination as follows, in the timeframe and manner determined by the State:

2. Review each approved program in Delaware Job Link (DJL). The provider must:
 1. update provider information and all necessary documents;
 2. update information on each program pertaining to alignment of training with in-demand occupations, which must include cost information for the program, such as tuition, registration fee, books, supplies, testing/exam fees, and graduation fees; and
 3. update program data.
3. Attend the provider forum.
4. Submit all student performance data as referenced in WIOA sections 116 and 122 in a timely and accurate manner. This includes:
 1. employment 2nd & 4th quarter after exit;
 2. median earning;
 3. credential attainment;
 4. total number of participants enrolled in the program;
 5. total number of participants completing the program; and
 6. total number of participants exiting the program.
5. Meet the previous year's performance objectives.
6. Offer training programs which support high-demand occupations.
7. Update all contacts and emails.
8. Describe how the provider will ensure access to training services throughout the State, including rural areas and through the use of technology.
9. Address provider's ability to offer industry-recognized certificates and credentials.
10. Provide information on recognized post-secondary credentials received by program participants.
11. Describe quality of the program of training services including a program that leads to a recognized postsecondary credential.
12. Describe the provider's ability to provide trainings that are physically and programmatically accessible for individuals who are employed and individuals with barriers to employment, including individuals with disabilities.
13. Submit all state licensure requirements of training providers and licensing status of providers of training services, if applicable.

When a provider submits its renewal application within DJL, the DWDB staff will check the performance measures. Training providers will be required to submit student level performance data on **ALL** participants in listed programs each year for inclusion on ETPL. This information will be submitted through the DJL program profile. Required performance indicators are employment second and fourth quarter after exit, median earnings, and credential attainment. Programs cannot be approved until data submission has been accepted and passed necessary validation of completion. The DWDB staff will flag any performance measure failure of a subsequent program renewal application for removal from the provider list.

Providers that wish to self-remove a program must fill out and submit a program removal form to DWDB staff prior to renewal date (typically July 1).

DWDB staff will recommend to the Executive Committee or full Board approval or non-approval for providers and specific programs. Notably, successful programs no longer training high-demand occupations are subject to non-renewal.

The Executive Committee or full Board may only renew programs that achieve the performance measures but may otherwise accept or reject all of the staff's other recommendations, in whole or in part. The Committee or Board is free to accept all programs, some programs, or none of the programs.

When the Board or Executive Committee approves a subsequent renewal, the DWDB will notify the provider. The DWDB Executive Director will notify non-approved providers or programs of the decision in writing. At a minimum, the notification will:

1. Be sent via email within 15 days of the decision; and
2. Clearly inform providers of their opportunity to appeal.

In establishing eligibility criteria, Delaware will take into consideration information reported to State agencies on Federal and State training programs other than programs within WIOA Title I, subtitle B.

Out of state training providers: The DWDB will only renew applications from training providers whose training facility is located out of state if:

3. All the above renewal requirements are met;
4. The training provider and program is listed on the home state's ETPL;
5. A Delaware provider does not offer the training.

DWDB will evaluate out of state provider applications on a case-by-case basis.

Policy Review Date: September 2025

Board Adoption Date: September 9, 2025

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Eligible Training Provider (ETP) Appeal Process Policy

Introduction: The Delaware Workforce Development Board (DWDB) establishes this policy for a provider or program to appeal when denied or removed from the Eligible Training Provider List (ETPL). This appeal policy applies to prospective providers who are denied inclusion on the ETPL, terminated for not meeting published performance measures, or terminated for committing a substantial violation to the terms of their contract. This policy applies to ITA providers and programs only. Reference: Federal Register/ Vol 8. Dated August 19, 2016, Part VI, Department of Labor, Employment and Training Administration, 20 CFR, § 683.630, (b) (ii).

Denial of Programs/Provider: Programs or providers must adhere to the Approval Criteria listed on the Delaware Workforce Development Board's website to be included on the ETPL. If the program or provider fails to follow all criteria, the program or provider will be deemed ineligible.

Performance Measures: ETPL programs are required to meet minimum standards aligned with Delaware's federally negotiated performance measures. The DWDB will remove programs or providers failing to meet minimum performance measures from the ETPL. The DWDB staff will evaluate provider performance during the renewal period.

Substantial Violation: A "substantial violation" pursuant to WIOA or WIOA regulations occurs when:

1. A provider intentionally supplies inaccurate information; or
2. A provider violates any one of the following two or more times within one program year:
 - a. WIOA title I;
 - b. WIOA regulations;
 - c. DWDB policies and procedures;
 - d. MOU Agreement; or
 - e. Contracted information listed on the ITA form.

With respect to the above, the first violation will result in a written warning and the second violation of either the same or any other of the above-listed items will result in a finding of a "substantial violation."

APPEALS PROCESS:

DWDB will:

1. The DWDB Executive Director will notify the DWDB Proposal Review and Certification Committee (PRCC) at its next scheduled meeting of the provider's failure and that it must be removed from the Eligible Training Provider List (ETPL).
2. The PRCC Chair will then notify the Executive Committee of the failure and requirement to remove the program. The Executive Committee will acknowledge the poor performance or substantial violation and instruct the Executive Director to send a letter to the provider announcing the pending removal and advise the provider of the appeal opportunity. The DWDB staff will notify the provider via email or regular mail of the intent to remove the provider from the ETPL and include this policy as an enclosure to the letter.

3. The Executive Director will ensure all programs pending removal from the list/appeal are put in a hold status and not available for use.

The following is a four-step appeal process for providers:

1. Providers will have 30 calendar days to submit an appeal from the date of mailing of notification by the DWDB Executive Director of a denial or removal of a program from the Eligible Training Provider List.
 - a. The DWDB will only accept written appeals.
 - b. The written appeal must be received by the DWDB by the appeal due date.
 - c. Include name of program(s) considered for removal.
 - d. The provider/appellant must provide all supporting documents with the submitted appeal.
 - e. A corrective action plan, which addresses the problem or the failure.
2. The DWDB Executive Director will review the appeal and will either favorably approve the corrective action plan or forward non-favorably considered appeals to the PRCC within seven calendar days. If the corrective action plan is approved, but the provider fails to fully implement it, the DWDB Executive Director will remove the program/provider immediately.
3. At its next scheduled quarterly meeting, the PRCC will evaluate the appeal and decide the disposition of the appeal. The PRCC may ask the provider to attend the PRCC meeting, which is public. The DWDB Executive Director will contact the appellant by regular mail or email to notify them of the time and location of the PRCC meeting. If the appellant is not available, the PRCC will still review the appeal and render a decision.
 - a. The provider/appellant may make a statement or present information in mitigation if it is consistent with the original appeal.
 - b. The PRCC, at its discretion, can adjudicate the written appeal or direct the removal of the program from the ETPL.
4. If the PRCC does not favorably consider the appeal, the Executive Director will—if requested by the appellant—convene, within 14 calendar days, a panel of non-board member director-level officials to adjudicate the appeal.
 - a. The non-board member panel will review the written appeal and the supporting documents and may ask the provider/appellant and the DWDB Executive Director to discuss the issues relating to the appeal.
 - b. There shall be no further right of appeal from the decision of the panel. All decisions of the panel will be final

Programs removed from the ETPL will wait at least 2 years before applying for reinstatement.

Substantive Appeals: The DWDB will only accept substantive appeals. Substantive appeals typically concern the designation of a demand occupation, employment opportunities/results for those completing training; median earning's for specific occupations; and achieved performance measures.

Non-Substantive Appeals: Simple disagreement is not a substantive reason for appeal.

Weight of Responsibility: If an appellant wants to change the reasons for an appeal after the process starts, the appellant must submit in writing an amended and revised appeal with any

supporting documentation. The amended and revised appeal will then proceed by beginning again with step number 2 in the four-step appeals process above.

Policy Review Date: January 2024
Board Adoption Date: January 23, 2024
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Adding Registered Apprentices (RA) Program Sponsors to the Eligible Training Provider List (ETPL)

Introduction: All Registered Apprenticeship programs that are registered with the U.S. Department of Labor, Office of Apprenticeship, or a recognized State Apprenticeship Agency are automatically eligible to be included in the State list of eligible training providers and programs. RA program sponsors that request to be an ETP are automatically included on the State's ETP list and will remain as long as the program is registered and active or until the program sponsor notifies the State that it no longer wants to be included on the list. References: US DOL Regulation 680.470 dtd. August 19, 2016, Procedures For Including And Removing Registered Apprenticeship Programs On A State List Of Eligible Training Providers And Programs.

General: Inclusion of a registered apprenticeship in the State list of eligible training providers and programs ensures job seekers are aware of registered apprenticeship opportunities and maximizes the program's visibility within the workforce system and allows an individual who is eligible to use WIOA Title I, Subtitle B funds to use those funds toward registered apprenticeship training.

Procedure: The Delaware Workforce Development Board (DWDB) establishes this process for including registered apprenticeship programs on Delaware's State list of eligible training providers and programs. When initial acknowledgment of acceptance as a sponsor of Registered Apprenticeship has been issued by the State Apprenticeship Agency, the registered apprenticeship sponsor is invited to join the ETP list. The State Agency will provide the following required information:

1. Sponsor Name
2. Sponsor Address
3. Sponsor Phone Number
4. Sponsor Fax Number
5. Contact Name and Title
6. Contact Number
7. Occupation(s) included in the Registered Apprenticeship program
8. Name and Address of the Related Technical Instruction provider (if different from the sponsor's location)
9. The method and length of instruction
10. The number of apprentices (active, non-active, all)

The DWDB Staff will:

1. Work with the State Agency and RA to enter the required information in Delaware Joblink, which will be visible to the general public on the Statewide List of Eligible Training Providers.
2. Provide guidance to the sponsor with any questions regarding WIOA and its key provisions, such as the State list of ETPs, State Workforce Board, and other aspects of the system.
3. The DWDB Executive Director will notify the sponsor, in writing, that they are now listed on Delaware's Statewide List of Eligible Training Providers.

The State Apprenticeship Agency will update the DWDB on the status of Registered Apprenticeship programs in order to ensure that it remains certified and removes any apprenticeship programs from the ETPL that are no longer registered either voluntarily or involuntarily deregistered.

Delaware has an MOU with Unemployment Insurance to support the collection of wage information for non-WIOA students. WIOA student data is collected by case managers.

Delaware requires providers to timely and accurately submit all required information within 30 days of the close of the quarter.

Policy Review Date: January 2024
Board Adoption Date: January 23, 2024
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Funding Levels for Individual Training Accounts (ITAs)

Introduction: An ITA is one of the primary methods through which training is financed and provided for WIOA participants. Other methods may include contracts for services, as identified 20 CFR 680.320(a). ITAs are established on behalf of the WIOA participant to purchase a program of training service from a provider on the Eligible Training Providers List (ETPL) selected in consultation with the case manager. Reference 20 CFR 680.310,

Policy: The DWDB has the ability to establish general limitations for all Individual Training Accounts (ITAs) through policy, including limits on:

- duration;
- dollar amount (e.g., a range of amounts based on level/type of training or occupational field, or a maximum amount for all ITAs);
- occupational area; and
- level of education/training that will be funded (e.g., certificate programs, bachelor's).

Background: WIOA requires boards to identify occupations that are in demand in their State. In-demand refers to occupations, industry sectors or clusters, or career pathways that have been identified as emerging, growing, and a priority for workforce partners, or otherwise having the best job prospects due to the workforce needs or hiring demands of employers. Delaware has a tiering system for occupations identified as in-demand.

Tier Assignment (see High Demand Occupation List Policy for full details)

1. Tier 1:
 - a. Self-sufficiency wage
 - b. At least one of the following:
 - i. Demonstrates growth (positive projected growth if > 20 openings OR greater than 7% projected growth)
 - ii. Mission-critical occupation (e.g., industrial machine repair mechanics) at the discretion of the Board
 - iii. Middle skill craft workers with high growth and projected openings
 - c. Alignment with a focus industry
 - d. Post-secondary education or training up to and including a Bachelor's degree
2. Tier 2
 - a. Not in tier 1 (e.g., Hospitality or tourism industries)
 - b. Career pathways: aligns with the priorities of the Delaware Pathways program
 - c. Mission critical at the discretion of the Board

ITA Limitations: Effective July 1, 2025, to encourage Delawareans to purchase a program of training services that results in a Tier 1 occupation, the ITA limit amount for a Tier 1 program is \$6,000 to cover tuition and the costs of associated with the program (e.g., uniforms, books, supplies, tools) with an additional \$1,000 for support services. ITA limits for a Tier 2 programs are \$4,000 to cover tuition and the costs of associated with the program (e.g., uniforms, books, supplies, tools) with an additional \$1,000 for support services. This funding level can increase or decrease at the discretion of the board at any time.

Current Participants: This policy establishes that students enrolled in a Tier 1 program are eligible for an increased ITA limit of \$6,000. Participants in Tier 2 programs may continue their coursework under the current ITA limit of \$5,000.

ITA Amounts per Participant:

For the Certificate program:

- Tier 1 programs up to \$6,000.00 per year for tuition fees, with an additional \$1,000.00 for supportive services.
- Tier 2 programs up to \$4,000 per year for tuition fees, with an additional \$1,000.00 for supportive services.

For the Degree program:

- Tier 1 programs up to \$6,000.00 per semester for tuition fees, with an additional \$1,000.00 for supportive services.
- Tier 2 programs up to \$4,000 per semester for tuition fees, with an additional \$1,000.00 for supportive services.

Participants may apply for additional ITA funding following the completion of a training program. To be eligible, participants must submit an application for the new training program, including verification of employment obtained as a result of the previous training. Applications for additional ITA funds may typically be submitted no sooner than nine (9) months after the completion of the prior training program.

Request for Increase: A request for an increase must be submitted to the Executive Director of the Delaware Workforce Development Board (ED-DWDB) and the Director of the Delaware Department of Labor Division of Employment and Training (Dir. DET) for initial review. If both approve, the request will be forwarded to the Proposal Review and Certification Committee for further consideration. The committee will then make a recommendation to the Delaware Workforce Development Board (DWDB). The request must clearly specify the desired increase amount and data to support the request.

Approving an Increase: If the increase request is endorsed by the PRCC, it must then be submitted to the full Board for final approval.

Policy Review Date: November 2024

Board Adoption Date: December 10, 2024

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Clients Enrolled in Programs No Longer on Eligible Training Provider List (ETPL)

Purpose: This policy provides guidance to ensure students enrolled in programs removed from the ETPL, either due to the occupation no longer being deemed a high demand occupation or due to a provider self-removing from the ETPL complete their training.

Introduction: Under WIOA, state workforce boards must identify in-demand occupations. The Delaware Workforce Development Board (DWDB) updates a high-demand occupation list every two years, outlining key industries, sectors, and career pathways identified as emerging, growing, or prioritized by workforce partners, or as offering strong job prospects based on employer demand. The updated demand occupation list may lead to the removal of existing programs from the ETPL that were previously supported. Additionally, providers may occasionally choose to remove programs from the ETPL that are no longer offered. Requiring students to choose other training programs after investments have already been made is not beneficial for either the students or the publicly funded workforce system.

Policy Statement: The DWDB policy permits students enrolled in Individual Training Account (ITA) programs to complete their courses, even if those programs are no longer visible on the ETPL due to DWDB's realignment or provider withdrawal. Students may continue their program of study until they exit, regardless of the reason. The Delaware Department of Labor, Division of Employment and Training (DOL-DET) may supplement this policy as needed without requiring prior DWDB approval.

Process: To ensure the DOL-DET staff and DWDB staff keep clients delays and breaks in continuity to the minimum, the following steps are followed:

- DWDB Staff will place all affected programs in the denied status in DJL.
- The Management Analyst will notify DOL-DET Administrator when a provider and or program has been removed from the ETPL.
- DOL-DET will identify clients affected by programs being dropped from ETPL.
- When a case manager needs to conduct an action on the denied account, the case manager will contact the management analyst via email or by phone to make a request to have the account temporarily reinstated to complete the action such as the Funding Authorization Voucher (FAV).
- When the request is complete, the management analyst will immediately deny the program in DJL.

References: Federal Register /Vol 81, No. 161/ Friday, August 19, 2016, Part VI, Department of Labor, Employment and Training Administration, 20 CFR Parts 680.420 Workforce Innovation and Opportunity Act; Final Rule.

Policy Review Date: November 2024

Board Adoption Date: December 10, 2024

Memorandum of Understanding: Individual Training Account (ITA) Training Providers

MEMORANDUM OF UNDERSTANDING

ITA Training Providers

This agreement (Agreement) is made and entered into by and between Delaware's Workforce Development Board, hereinafter referred to as the (DWDB) and the Training Provider known as

_____, located at _____, hereinafter referred to as the (Provider).

WHEREAS the Workforce Innovation and Opportunity Act (WIOA) requires the DWDB to provide policy guidance and oversight with respect to workforce development activities, including identification of eligible training providers, who may receive payment of Individual Training Account federal funds if they meet initial as well as subsequent requirements of Title 1 of WIOA.

NOW, THEREFORE, BE IT RESOLVED that the following Agreement between the DWDB and the above-mentioned Provider shall, when signed, constitute a proper and valid agreement between the two parties for the purposes of governing each parties' obligations under WIOA, DWDB policies, minimum renewal requirements, and required performance data.

A training provider must qualify as one of the following to meet the definition of an eligible training provider:

1. Institute of higher education that provides a program of training that leads to a recognized postsecondary credential.
2. Entity that carries out program under the Registered Apprenticeship.
3. Public or private training providers, which may include community-based organizations (CBOs) and joint labor-management organizations.
4. Provider of adult education and literacy activities if such activities are provided concurrently or in combination with other training services.

Delaware Workforce Development Board will:

1. Provide the High Demand Occupation List, comprising essential occupations required to address market demands, along with approved training programs approved by DWDB. This list is developed in collaboration with the Office of Occupational and Labor Market Information, Delaware Department of Labor.
2. Make available a comprehensive training list of programs through the reporting system that is maintained as part of Delaware JobLink (DJL) to allow for informed customer choice.
3. Make available written documentation of approved Provider and programs to the Eligible Training Provider List.
4. Place programs in hold status if:
 - a. complaints are received; or
 - b. if providers are identified in notices of non-compliance with other State Agencies, including divisions with Department of Labor (Unemployment Insurance, Industrial Affairs, or Employment and Training) and Division of Small Business; or
 - c. if Provider's required documents are out of date.
5. Ensure payment for the approved Individual Training Account when submitted by a current eligible training provider for an approved program.
6. Reserves the right to visit the Provider (announced and unannounced) to monitor programs to ensure compliance with federal and state policies and regulations.
7. Remove Provider and or Provider's programs from the State list of eligible training providers if Provider:
 - a. is determined by DWDB to have intentionally supplied inaccurate information or to have substantially violated any provision of Title I of WIOA or the WIOA regulations;
 - b. substantially violates requirement to timely and accurately report performance data as required by the DWDB;
 - c. substantially violates the requirement to timely and accurately meet annual renewal deadlines or any other deadlines as required by the DWDB;
 - d. fails to comply with other applicable state or federal laws or regulations, including state labor laws;
 - e. program(s) do not meet prescribed performance measures or if program(s) fail to meet prescribed eligibility criteria;
 - f. does not provide quality training, as determined by DWDB, or does not provide training according to the contracted information listed in DJL submitted by Provider in support of this Agreement;
 - g. does not adhere to any corrective action plan imposed on Provider by DWDB;
 - h. fails to comply with this Agreement.
2. Prior to removal of a Provider or program from the eligible training provider list, DWDB will work with Provider to come into compliance through a corrective action plan.
8. Remove Provider and Provider's programs that fail to comply fully with the nondiscrimination and equal opportunity provisions of Section 188 of Workforce Innovation and Opportunity Act (WIOA) and 29 CFR Part 38, or any other laws regarding WIOA title 1 financially assisted programs and activities.
9. Provide one set of Equal Opportunity posters (three sets, in English and Spanish, 11X17 format), instructions, templates for posters, and updates to contact information for all

designated EO Officers to Provider for providing WIOA-required Equal Opportunity notifications.

10. Provide technical assistance to Provider regarding compliance with WIOA, WIOA Regulations, this Agreement, DWDB policies and DWDB letters of instruction for Provider.

Responsibilities of the Provider:

1. Meet all eligibility criteria and provide all required documentation set forth in the DWDB Eligible Training Provider List (ETPL) Approval Criteria posted on the DWDB website, both initially and at each renewal period, for each program. In order to remain eligible, Provider's required documents must be up to date and in compliance with state laws. **It is the sole responsibility of the Provider to maintain current documents. Providers will be automatically removed or deactivated if required documents have expired.**
2. Maintain a Delaware Department of Education approval as indicated in Title 14, Chapter 85 of Delaware Code. The certificate of approval must be provided to DWDB upon initial eligibility and each calendar year thereafter or otherwise upon expiration of the prior certificate. Providers who do not meet this requirement because they are specifically excluded from Title 14, Chapter 85, Section 8529 must notify the DWDB in writing.
3. Maintain compliance with all State of Delaware agencies. This includes Delaware Department of Labor, Division of Unemployment Insurance, Industrial Affairs, and Division of Employment and Training, and Division of Small Business. Compliance includes, but not limited to, wage and hour, workers' compensation, special assessment referred to as Employment and Training Fund tax.
4. Offer programs that:
 - a. are currently available in the Provider's course catalog and/or website and in use by the general public on a tuition basis and make those programs available to the DWDB at the same or lower tuition;
 - b. provide training according to the information and terms set forth in the program profile in DJL submitted by Provider in support of this Agreement, including but not limited to tuition total costs and training hours (internships/externships, lab, yard, or field hours).
 - c. offer training/education and an industry approved credential for an occupation that is in demand by the current local labor market, listed as a high demand occupation on the High Demand Occupation list as designated by DWDB;
 - d. ensure participants are provided quality education and training that will result in an industry recognized certificate or credential, a certificate of completion of a registered apprenticeship, a license recognized by the State of Federal government, or an associate or baccalaureate degree;
5. Have a physical Delaware address, or if out of state training provider, must first be included on that state's ETPL.
6. Have a refund policy specifying when refunds for tuition and other costs associated with the training program will be allowed. Refund policies must be written and published in DJL to ensure students are aware of how to request a refund.

7. Have a grievance policy that provides due process for student to file complaints with an organization against faculty, staff, or other employees. Grievance policies must be written and published to ensure students are aware of how to file a complaint.
8. Retain sufficient and qualified instructional and administrative staff (Title 14 Delaware State Code). Notify DWDB of any personnel changes related to the training.
9. Ensure there are sufficient financial resources in place to guarantee that participants receive instruction, necessary materials, etc., until payment is received from the state.
10. Meet or exceed the state mandated performance requirements.
11. Submit reports or requests in a timely and accurate manner. This includes:
 - a. all performance measures as outlined in the annual letter of instruction from DWDB, including median earnings, job placement, retention, and completion rates as stated in 20 CFR 680.460 (g). Failure to attain performance measures may result in probation and a corrective action plan, or in removal of the program;
 - b. reporting performance data within 15 days of the close of the quarter (Quarter close dates are June 30, September 30, December 31, and March 31);
 - c. providing the requested renewal data to DWDB no later than the deadline outlined in the letter of instruction for all programs that are subject to renewal. Programs which do not have their renewal data submitted by the deadline will be ineligible for funding on or after the July 1st renewal date. Programs approved after December of any given year are subject to consideration for renewal the following year; and
 - d. Submitting invoices for payment as directed by DWDB within 90 days after the course drop/add date.
12. Follow DWDB instructions to enter programs and other necessary information into DJL and update DJL only during the renewal period unless otherwise stated. This includes all fees associated with the program including tuition, books, exam fees, and other related costs. Fees must be itemized in the cost description area in DJL under Program Cost Items.
13. Immediately report to the DWDB and update Provider profile in DJL of any changes in address for training location, clinical practice, or administrative offices that are associated with the training program.
14. Have a stable training facility location and a local land line telephone number. While the DWDB understands that the business world is dynamic and things change, it also understands that training facility stability is an indicator of a successful and viable organization. The DWDB may suspend any organization that moves without notification twice in the same 12-month period, as the Provider will be out of compliance with this Agreement.
15. Comply fully with the nondiscrimination and equal opportunity provisions of Section 188 of Workforce Innovation and Opportunity Act (WIOA) and 29 CFR Part 38, or any other laws regarding WIOA title 1 financially assisted programs and activities.
16. Comply with posting Equal Opportunity is the law posters in reasonable number of places, in available and conspicuous physical locations, and providing WOIA-required Equal Opportunity notifications to Registrants, eligible applicants, participants, claimants, employees, applicants for employment, and interested members of the public.

Failure to comply with these responsibilities may lead to suspension or removal of a program and/or a Provider from the State's eligible training provider list. Any removal of a program or Provider will be subject to the appeal opportunities provided in the ETPL Appeal Process Policy, which is posted on DWDB's website.

General Provisions:

1. This Agreement shall be governed by WIOA, the WIOA regulations and other applicable federal and State of Delaware laws and regulations.
2. Removal of a program or Provider from the State list of eligible training providers by DWDB will be subject to the ETPL Appeal Process Policy which is posted on DWDB's website.
3. If any complaint is filed against Provider by a participant in training funded pursuant to this Agreement, DWDB will investigate and process the complaint pursuant to the Client Complaint/Appeal Procedures policy, which is posted on the DWDB website.
4. As part of the renewal process, DWDB will remove programs that fail to meet the established eligibility criteria at the time of renewal, which may include failure to meet established minimum performance levels. All Eligible Training Providers (ETPs) are required to report performance data requested by the State/DWDB. In addition to the data that must be provided on the WIOA participants being served by that program, WIOA section 116(d)(4) requires that ETPs provide the necessary information to the State/DWDB on all individuals being served in the approved program.
5. If an ETP request to be removed from the ETPL and a program appears on the ETPL during a given reporting period (between July 1 – June 30), providers will still be required to submit data for that program whether or not WIOA participants were enrolled in that program. For information purposes only, providers will remain on the distribution list until reporting period is complete.
6. Nondiscrimination. As a condition to the award of financial assistance from DWDB under Title I of WIOA, Provider assures that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws:
 - a. Section 188 of the Workforce Innovation & Opportunity Act of 2014 (WIOA), which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation, or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIOA Title I financially assisted program or activity;
 - b. Code of Federal Regulations (CFR) 29 CFR Part 38
 - c. Title VII of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the bases of race, color, and national origin; Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against individuals with disabilities;
 - d. The Age Discrimination Act of 1975, as amended, which prohibits discrimination

- on the basis of age; and
- e. Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs.

This Agreement indicates an agreement between the **Provider** and the **DWDB**. Any disagreement between parties affecting this Agreement shall be resolved by mutually satisfactory negotiations. In addition to the ability to immediately remove or suspend a Provider or a program based on terms of this Agreement, either party may cancel the Agreement with a 60-day written notice. This Agreement shall be in effect until it is replaced by a mutual agreement of both parties and/or cancelled by either party.

We, the undersigned, an authorized representative of Provider with authority to enter into this Agreement and the Executive Director of DWDB, enter into this Agreement on the day of _____, 2025

Provider Authorized Signature	DWDB Signature
Print Name:	Print Name:
Title:	Title: DWDB Executive Director
Provider Phone Number	DWDB Phone Number

Policy Review Date: May 2024

Board Adoption Date:

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Incumbent Worker Training (IWT) Policy

Background

Under the Workforce Innovation and Opportunity Act (WIOA), Incumbent Worker Training (IWT) provides both workers and employers with the opportunity to build and maintain a quality workforce while increasing competitiveness. IWT is a type of work-based training designed to help employees acquire the skills necessary to avert layoff or advance within the company, creating backfill opportunities for new hires.

As defined in 20 C.F.R. § 680.780–680.790, Incumbent Worker Training is training that:

- Is designed to meet the special requirements of an employer (or group of employers) to retain a skilled workforce, avert layoffs by assisting workers in obtaining skills necessary to retain employment, and/or provide training that results in career progression and income mobility.
- Is conducted with a commitment by the employer to retain employees, avert layoffs for a period of at least six months following training completion, or promote trained employees to higher-paying positions.
- Increases the competitiveness of the employer and/or employee.
- Provides employees with opportunities to progress along their career pathway and obtain recognized credentials or certificates aligned with employer needs.

(Reference: 20 CFR 680.790)

Purpose

This policy establishes guidelines for the use of Incumbent Worker Training (IWT) funds by the Delaware Workforce Development Board (DWDB) to strengthen the competitiveness of Delaware employers and employees, avert layoffs, and promote career advancement opportunities.

Policy

The DWDB may use up to 20 percent of its Adult and Dislocated Worker program allocations each program year to provide the federal share of the cost of IWT projects. IWT funds are used only after all other applicable financial aid, such as Pell Grants, scholarships, or other training-related grants, has been applied.

Employer Eligibility

Employers must be private-for-profit, private non-profit, or public sector entities operating in Delaware. To qualify, employers must demonstrate:

- A need to avert potential layoffs or upskill workers for career advancement;
- A commitment to retain or promote trained employees; and
- Capacity to meet the required employer share of training costs.

Additional factors the DWDB may consider include:

- The number of employees participating in the training;
- Advancement opportunities, wages, and benefits (pre- and post-training);
- The relationship of the training to competitiveness and productivity;

- Credentials and skills gained as a result of the training;
- Layoffs averted as a result of the training;
- Utilization as part of a larger sector or career pathway strategy; and
- Employer size and industry demand.

(References: WIOA Section 134(d)(4)(A)(ii); TEGL 19-16)

Employee Eligibility

Individuals participating in IWT must:

- Be employed at the time of training;
- Meet the Fair Labor Standards Act requirements for an employer–employee relationship; and
- Have an established employment history with the employer for six months or more (time spent as a temporary or contract worker performing work for the employer may be included).

If the IWT is provided to a cohort of employees, not every employee must meet the six-month employment history requirement, as long as the majority of the cohort does.

An eligible individual participating in IWT is not required to meet WIOA Adult or Dislocated Worker program eligibility unless co-enrolled in one of those programs.

(Reference: 20 CFR 680.780)

Employer Share of Cost

Employers are required to contribute a non-federal share toward the cost of IWT. This contribution may include cash payments (such as wages paid during training) or fairly evaluated in-kind contributions.

Examples of qualifying in-kind contributions include:

- Equipment purchased for use in the training project;
- Manuals and textbooks;
- Curriculum development costs;
- Facility usage;
- Travel and lodging directly related to the training.

The employer’s non-federal share must not be paid by another federal or state award, except where specifically authorized by statute.

The required employer share depends on company size:

- At least 10% of the cost for employers with 50 or fewer employees;
- At least 25% for employers with 51–100 employees;
- At least 50% for employers with more than 100 employees.

(Reference: WIOA Section 134(d)(4)(C)-(D))

Allowable and Unallowable Costs

Allowable Costs Include:

- Training materials and supplies;
- Instructor or trainer wages;
- Curriculum design or customization;
- Training-related facility rental or technology;
- Wages paid to employees while attending training (as in-kind contribution).

Unallowable Costs Include:

- Capital equipment purchases for general business use;
- Costs not directly related to training delivery;
- Costs already funded by another federal or state program;
- Routine operational or onboarding activities.

Training Provider Considerations

IWT may be provided through either:

- An Individual Training Account (ITA) (subject to all WIOA and Eligible Training Provider List requirements), or
- A Contract for Services, established through proper procurement procedures.

Training may be delivered by:

- Public or private educational institutions;
- Private training companies or instructors;
- Employees of the participating employer; or
- A combination of the above.

Delaware should prioritize training providers with satisfactory past performance, relevant experience, credential-bearing curricula, and high completion and job placement rates.

Training may occur at the employer's facility, a provider's facility, online, or at a combination of sites best suited to the needs of the trainees.

Application and Approval Process

Employers seeking IWT funds must submit a written application to DOL-DET or the DWDB including:

1. Description of the training activity and provider;
2. Identified employees or job titles;
3. Expected outcomes (credentials earned, promotions, layoffs averted);
4. Proposed budget and documentation of the employer match.

Applications will be reviewed to ensure alignment with the Board's priorities, sector strategies, and funding availability. Approved contracts must follow Delaware's procurement policies and DWDB funding procedures.

Reporting Requirements

Employers and/or training providers must submit final training completion data, including participant outcomes, credentials earned, and post-training employment status, within 30 days of training completion.

DOL-DET will report the following minimum data elements to the DWDB at scheduled meetings or upon request:

1. Number of IWT requests received;
2. Request details (employer, training type, funding amount);
3. Outcome of each request (funded or not funded); and
4. Summary of results and performance outcomes.

Monitoring and Compliance

The DWDB and DOL-DET will monitor all IWT contracts to ensure compliance with WIOA regulations, this policy, and state procurement standards.

Monitoring will focus on verifying:

- Employer match and cost documentation;
- Participant outcomes (retention, promotion, wage gains); and
- Proper use of funds and adherence to approved training plans.

Duplication of monitoring will be avoided by leveraging existing federal or state oversight mechanisms (e.g., accreditation or prior audits) where appropriate.

Priority Use

Preference will be given to IWT projects aligned with Delaware's High-Demand Occupation List (HDOL) and industry sector strategies that promote career pathways and regional economic growth.

Policy Review Date: October 7, 2025

Board Adoption Date: October 16, 2025

Executive Director Program Approval: Eligible Training Provider List—Existing Providers that Have Multiple Locations Adding Existing Program at a New Location

Introduction: To maximize customer choice and assure that all population groups are served, a comprehensive process must ensure that a significant number of qualified Eligible Training Providers (ETPs) and their programs are available to customers. Reference § 680.450 and TEGL 41-14.

Policy: Existing providers with multiple locations may submit applications to extend currently approved programs to currently approved existing sites that do not offer the referenced approved program. The Executive Director of the Delaware Workforce Development Board (DWDB) is authorized to approve these programs between scheduled meetings of the Executive Committee or the Board. This policy is applicable exclusively to existing providers and programs that have previously received Board approval and are seeking expansion to currently approved existing additional locations.

The programs must remain identical in terms of:

- Program Name
- Program Synopsis
- Method of Delivery
- Prerequisite
- Credit/Curriculum Hours
- Training Weeks
- Credential
- Cost

Any changes or deviations from the approved program would still require review and approval by the appropriate committee.

Policy Review Date: September 2024
Board Adoption Date: September 11, 2024
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SECTION 4:

MISCELLANEOUS

One-Stop Certification

Appeals for Infrastructure

One-Stop Certification

American Job Center or One-Stop Center Certification Policy

Background

The Workforce Innovation and Opportunity Act (WIOA) requires Delaware's Workforce Development Board (DWDB) to establish objective criteria and procedures to use when certifying the state's four American Job Centers (AJC) or One-Stop Centers. 20 C.F.R. § 678.00; 34 C.F.R. §§ 361.800, 463.800. The criteria will be used to evaluate the centers and delivery system for effectiveness, including customer satisfaction, physical, and programmatic accessibility in order to promote continuous improvement. Certification of Delaware's AJCs is a prerequisite for centers to be eligible to receive infrastructure funding. WIOA § 121(g)(4). Section 678.800 requires that the State Board review and update the criteria every two years as part of the review and modification of the State Plan.

This document will reference the physical One-Stop locations as the "American Job Centers" or "AJCs" and to the one-stop system as the "system." The "One Stop-Operator" is the individual or entity responsible for coordinating participating partners, service delivery, and ensuring the certification of the one-stop system in relation to WIOA.

Locations: There are four comprehensive American Job Centers.

❖ New Castle County

- Fox Valley American Job Center: 4425 N. Market St., Wilmington, DE 19802
- Newark American Job Center: 252 Chapman Rd., Christiana Bldg., 2nd Fl., Newark, DE 19702

❖ Kent County

- Dover American Job Center: 655 S. Bay Rd. Ste. 2H, Dover, DE 19901

❖ Sussex County

- Georgetown American Job: 8 Georgetown Plaza, Ste. 2, Georgetown, DE 1994

Policy:

Certification Criteria

WIOA regulations specify that certification criteria must evaluate the AJCs and system for effectiveness, including customer satisfaction, physical, and programmatic accessibility in order to promote continuous improvement, and Memorandum of Understanding and Infrastructure Agreement signed by all partners. When appropriate, evaluation can include feedback from customers.

1. **Program Effectiveness:** Evaluations of effectiveness ensure access to services, integrated services, community outreach, Equal Opportunity, and regulatory compliance.

- a. A system that integrates available services, across system partners, to meet the workforce development needs of participants and the employment needs of local employers.

- b. A system that conducts outreach into the community to both customers seeking assistance and employers.
- c. A system that has physical locations that are open and accessible by the public during reasonable hours of operation.

2. *Program Accessibility:* A system that is physically accessible to all Delawareans, including individuals with disabilities.

- a. The AJC is open to the public during reasonable and regular hours of operation.
- b. Access into the site location and through the interior and exterior are consistent with Americans with Disabilities Act (ADA) standards and reviewed at regular intervals.
- c. The exterior of the building has signage identifying the AJC.
- d. A system that has coordinated intake, service model, referral, identification of priority of service, and follow-up practices that use the regulatory requirements of WIOA for service to customers, both individual and business.
- e. A system that serves the business through coordination, outreach, services such as job fairs, and connection to a trained and ready workforce.
- f. A system that maintains and follows policies and procedures in line with Federal and State guidance.

3. *Continuous Improvement:* A focus on improving continuously through review of performance standards and achievements, customer and employer feedback, and development of staff includes:

- a. Clients and employers have the opportunity to submit feedback on services provided by partners that is actionably reviewed in regular intervals.
- b. Each partners' negotiated performance measures are shared and reviewed in regular intervals.
- c. Participation in State-sponsored meetings that encourage partner collaboration and learning.
- d. Professional Development opportunities across AJC partner agencies that enhance the delivery of services.

Infrastructure Cost-Sharing Agreement: Signed MOUs and infrastructure cost-sharing agreements with all partners.

American Job Center Certification Review

Certification of the American Job Center is completed every one to two years in coordination with the State Plan by the One Stop Operator. In collaboration with reviewed partners, a final report is presented to the Executive Director of the Delaware Workforce Development Board to be shared with the Delaware Workforce Development Board. Recommendations or questions will be noted with follow-up information as needed. The One-Stop Operator will oversee the certification process with the DWDB Deputy Director as support.

Board Certification

Upon completion of the certification process, the One Stop Operator will make report and recommendation to the Executive Director regarding the certification outcome. The Executive Director will present the recommendation to the Board for final approval. AJCs will be evaluated and certified no less than once every two years in coordination with the State Plan. The Board may request a “for cause” site evaluation and certification.

Process

Each AJC partner will be provided a self-assessment form with a 30-day timeframe in which to be completed and sent to the One-Stop Operator. The One-Stop Operator will be the primary curator of all collected information. Within 15 days after the receipt of the self-assessment, the One Stop Operator will review and schedule a monitoring visit to each AJC. The visit will include a review of the self-assessment and AJC operations.

Monitoring Report

Within 15 days of the monitoring visit, the One Stop Operator will develop a monitoring report and submit to the Executive Director of DWDB. The report will compile, catalog, and summarize the results of the self-assessment and the site visit with findings. The report will be provided to the Board with recommendation to grant a provisional, baseline, or hallmark certification.

Certification Determination

There are three possible determinations: (1) provisional certification; (2) baseline certification; or (3) hallmark certification. Certification determinations are defined as:

1. Provisional: One year certification with an action plan for correction of any required areas that are not in compliance. An action plan for correction will be created cooperatively with AJC representatives.
2. Baseline: Two year certification with all areas required in WIOA law performing efficiently.
3. Hallmark: Two year certification with all areas required in WIOA law with at least two additional positive practices in place raising the level of service to customers.

Action Plan and Resolution

A determination to certify an AJC provisionally must be accompanied by a detailed information and an action plan. Once findings are sufficiently resolved, the One Stop Operator will recommend certification from the DWDB executive or full board.

Positive Practices

Positive practices are practices above and beyond the requirement of WIOA law identified during the review that are sufficiently effective or innovative to warrant highlighting in the report and may be shared with other AJC teams.

Appeal Process

The AJC team may appeal the items identified in the certification. This appeal must be made in writing to the Executive Director of the DWDB within 15 business days of the final board

determination. The letter should not exceed one page and must explain the reason for the appeal. The Executive Director will provide the appeal to the board at the next scheduled meeting and provide the board's decision within 20 business days of the receipt of the appeal. That decision shall be final.

Policy Review Date: October 16, 2025

Board Adoption Date: October 16, 2025

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Appeals Policy for Funding the Infrastructure Cost of One Stop System

Background: WIOA makes improvements to the public workforce system including a requirement that partners dedicate funding for allowable infrastructure and other shared costs that are allocable to the partner and in proportion to the partner's use and the relative benefit received by the partner program. The Governor, through the assistance of the Delaware Workforce Development Board (DWDB), will make the final determination of each required partner's proportionate share of statewide infrastructure costs under the State funding mechanism. One-Stop partners may appeal the Governor's determination regarding their portion of funds to be provided for infrastructure costs. Reference: section 121(h)(2)(E) and 20 CFR § 678.700-678.755.

Policy: DWDB establishes this appeal process for addressing infrastructure cost allocations and proportional use concerns of the One Stop System.

1. One Stop partners will, to the greatest extent possible, resolve conflicts at the lowest level possible. This resolution usually occurs at the division or comparable unit level.
2. If the conflict cannot be resolved at the lower level, a One Stop partner may initiate an appeal by providing a written request to the DWDB Executive Director.
 - a. Only a division director of a participating One Stop Partner directly affected by an allocation may initiate an appeal.
 - b. One-Stop partners may appeal on the basis of a claim that:
 - i. The Governor's determination is inconsistent with the proportionate share requirements of 20 CFR 678.735(a); or
 - ii. The Governor's determination is inconsistent with the cost-contribution caps described in 20 CFR 678.736 and 20 CFR 678.738.
 - c. The written request must specifically address the cost allocation/proportional use concern and detail the efforts made to resolve the impasse.
3. Within 14 days, the DWDB Executive Director will schedule an appeal hearing before the DWDB Executive Committee. The Executive Committee will schedule a special meeting for the appeal hearing within 60 days, as soon as a quorum and all parties to the dispute are available.
4. The DWDB Executive Director will post the special meeting notice on Delaware's Public Meeting Calendar Website. Normal quorum rules will apply, and the DWDB chairman will chair the appeal hearing.
5. The Executive Committee will hear from all parties and make a final determination using a majority vote of the quorum.

Policy Review Date: January 2024

Board Adoption Date: January 23, 2024

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