



**NORTH CAROLINA DEPARTMENT OF COMMERCE
DIVISION OF WORKFORCE SOLUTIONS**

DWS POLICY STATEMENT NUMBER: PS 21-2015

Date: October 23, 2015

Subject: Consumer Choice in Selecting Training Providers

From:

**William H. Collins, Jr.
Assistant Secretary for Workforce Development**

Purpose:

To ensure that Workforce Innovation and Opportunity Act (WIOA) consumers are positioned to make informed choices relative to training opportunities available through the eligible WIOA provider list which maintains the integrity of the WIOA system. To support a workforce system that is readily understood, accessible, and responsive to local and regional workers, job seekers, students, and businesses. To ensure customers receive information on the full array of services from public and private sources.

Background:

“Training services must be provided in a manner that maximizes informed consumer choice in selecting an eligible provider” (WIOA Section 134(c) (3) (F) (i)).

Section 108(b)(6)(A) of the Workforce Innovation and Opportunity Act requires Local Plans to describe how they will ensure providers meet customer needs and section 122 details ‘Identification of Eligible Providers of Training Services’.

Action:

Local Workforce Development Boards (WDBs) are to conduct a review of current eligible providers on a biennial (every two years) basis in their respective areas to assure that significant numbers of competent providers, offering a wide variety of training programs and occupational choices, are available to customers. Local WDBs must also take into account performance accountability measures as identified in WIOA Section 122(b)(1)(A-J). At their discretion, Local WDBs may impose more strict performance outcome measures on providers. WDBs should also ensure that service delivery staff understand the WIOA principles regarding customer choice and assist customers in making informed career decisions. Workforce Board staff desiring technical assistance are encouraged to contact the Division of Workforce Solutions.

Effective Date: Immediately

Expiration: Indefinite

Contact: Division Planners