



POLICY: Local Training Providers List and Performance Monitoring

EFFECTIVE DATE: 8/1/25

POLICY NUMBER: PROG_082025_800

REVISION DATE:

RESPONSIBLE PARTIES: Performance and Compliance Department, Career Services Department, and WIOA ETPL Providers

PURPOSE

The purpose of this policy is to outline the procedures by which WorkSource Montgomery (WSM) approves, onboards, and monitors Eligible Training Providers (ETPs) that are already listed on Maryland's Statewide Eligible Training Provider List (ETPL) and wish to serve WIOA Title I participants within Montgomery County. This policy ensures compliance with the Workforce Innovation and Opportunity Act (WIOA), Maryland Department of Labor (MDOL) guidance, and local workforce development priorities, Maryland's PI 2023-03.

In addition to initial approval, WSM's Quality Assurance team will conduct regular monitoring and oversight of locally approved providers to ensure ongoing compliance with federal, state, and local regulations, alignment with in-demand industry needs, and the delivery of high-quality training services to WIOA participants.

BACKGROUND

WSM supports job seekers through access to training programs that lead to industry-recognized credentials, employment, and career advancement. In alignment with federal, state, and local policy, WSM maintains a Local Training Provider List (LTPL), distinct from the statewide ETPL, for training services funded through the Workforce Innovation and Opportunity Act.

Training providers must meet eligibility requirements and submit a full application for review and approval. Approved providers will be subject to regular monitoring to ensure training services meet quality standards, align with program goals, and deliver measurable outcomes for participants.



PROCESS

1. Plan

WorkSource Montgomery (WSM) will establish and implement a formal application and approval process for training providers seeking to serve WIOA participants in Montgomery County. Only providers that are already listed on Maryland's Statewide Eligible Training Provider List (ETPL) will be eligible to apply. Providers that are approved through this local process will be added to WSM's internal referral list and must adhere to all monitoring and performance requirements outlined in this policy.

Each provider is responsible for maintaining compliance with WIOA performance standards and all requirements specified in their Memorandum of Understanding (MOU) with WSM. Continued participation in the local referral network is contingent upon satisfactory performance and responsiveness to monitoring results.

WSM will also develop an annual monitoring schedule for all approved local providers receiving WIOA funding. Each provider will be responsible for maintaining the performance measures set for the every program year.

2. Eligibility Criteria for Local Approval

Training providers must meet the following local criteria for approval:

- **Current ETPL Status:** Providers must have an active listing on the Maryland State ETPL with at least one approved program aligned with in-demand occupations in Montgomery County.
- **Service Area Commitment:** Providers must agree to serve WSM-referred participants and support Montgomery County WIOA program goals.
- **The training program must:**
 - Lead to industry-recognized credentials or certifications;
 - Be linked to in-demand occupations identified by WSM and the State of Maryland; and
 - Be feasible in terms of location, schedule, cost, and modality (e.g., in-person, online, hybrid).
 - Deliver high-quality training;
 - Respond to participant support needs (e.g., career navigation, job placement assistance);



- Maintain communication with WSM staff regarding referrals, progress, and completions.

3. Use of a Local Provider List

WorkSource Montgomery reserves the right to develop and maintain an internal Local Provider List consisting of training providers and programs that are already approved on the Maryland Statewide Eligible Training Provider List (ETPL).

The purpose of the local list is to:

- Prioritize training programs that align with Montgomery County's in-demand industries and occupations;
- Highlight providers with a demonstrated history of positive outcomes for local WIOA participants;
- Ensure programs meet local standards related to cost-effectiveness, accessibility, capacity, and participant support;
- Streamline referrals, funding decisions, and local performance monitoring.

4. Participant Rights

In accordance with WIOA regulations and Maryland policy, WSM acknowledges that WIOA participants have the right to select any provider or program on the full Maryland ETPL, in consultation with a career planner. The local list may be used as a tool to support informed decision-making but should not limit or restrict access to other state-approved programs.

5. Monitoring Process Overview

WorkSource Montgomery (WSM) will conduct an annual monitoring process for all providers on Maryland's Eligible Training Provider List (ETPL) utilizing WIOA funds. This process includes scheduled site visits, interviews with provider staff, and a review of internal policies and compliance with local, state, and federal regulations. At least 10% of participant files will be



reviewed and cross-referenced with invoices and progress reports to ensure active engagement in training.

Throughout the monitoring period, WSM will maintain open communication with the provider, sharing interim findings to allow for timely corrections. A draft report summarizing key findings, areas of concern, and recommendations will be issued, and providers will have up to 30 calendar days to respond with clarifications, documentation, and completion dates for corrective actions.

WSM will evaluate the provider's response and incorporate it into a final report, which will be distributed to relevant parties, including the provider, WSM leadership, and the State of Maryland upon request. The Local Area Director or designee will verify the implementation of recommendations and maintain documentation of all procedures, findings, and risk assessments to inform future monitoring efforts.

6. Documentation and Recordkeeping

All monitoring activities must be supported by backup documentation that outlines the scope of the review, including the following monitoring activities:

- Methodology and selection criteria
- Procedures performed and testing completed
- Conclusions and recommendations
- Communications with the provider

These documents will be retained in accordance with state and federal records retention requirements and may be reviewed by Department of Labor, state and federal.

7. Denial or Removal of Local Training Provider List

To maintain approval as a Local Training Provider, providers are expected to demonstrate successful outcomes and submit accurate, reliable information. WorkSource Montgomery reserves the right to deny or remove a provider and/or its training program(s) from the Local Training Provider List for any of the following reasons:

- The application submitted is incomplete
- The training provider fails to comply with the continued eligibility process



- The training program does not lead to a recognized industry-recognized certificate or credential
- The training provider knowingly submits false, misleading, or inaccurate information
- The training provider is no longer licensed, certified, or accredited by the appropriate governing body
- The training provider fails to meet performance expectations or is found non-compliant during monitoring conducted by WorkSource Montgomery's Quality Assurance team
- The training provider does not comply with the terms and conditions outlined in the Memorandum of Understanding (MOU) with WorkSource Montgomery
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8. [Reevaluation and Continued Eligibility Local Training Provider List](#)

To ensure continued alignment with local workforce needs and compliance with WIOA and WorkSource Montgomery standards, all approved Local Training Providers (LTPs) are subject to a periodic reevaluation process:

- Approved providers will undergo a formal reevaluation at least once every two years, or more frequently at the discretion of WorkSource Montgomery.
- During this reevaluation, providers must submit updated documentation, including but not limited to:
 - Program outcomes (completion, credential attainment, and employment rates)
 - Any changes to licensure, accreditation, or program content
 - Proof of continued alignment with in-demand occupations
 - Any additional materials requested by WorkSource Montgomery to verify continued eligibility
- Failure to submit required documentation or respond during the reevaluation period may result in suspension or removal from the LTPL.
- Providers that do not meet performance benchmarks or fall out of compliance may be placed under a corrective action plan, temporarily removed, or permanently disqualified, depending on the severity and frequency of the issues.

WorkSource Montgomery may also initiate a reevaluation at any time if concerns arise related to provider performance, compliance, or customer feedback.



Disclaimer

The Assessments policy is based on WSM's interpretation of the statute, in accordance with the Workforce Innovation and Opportunity Act and related federal and state policies. Any updates or changes to federal, state, or local guidance may lead to revisions in this policy. WSM is committed to reviewing and updating the policy as needed to reflect the most current regulations and best practices.

