

# Oklahoma Employment Security Commission

Jon Brock, Executive Director



Frank Keating, Governor

**Representing Employers**

George Ollie, Jr., Commissioner  
Ted Weber, Commissioner

**Representing the Public**  
Rev. W. B. Parker, Chairman

**Representing Employees**

David Hill, Commissioner  
DeWayne Goodman, Commissioner

September 23, 2002

Joseph C. Juaraz, Administrator  
Dallas Regional Office  
525 Griffin Street, Rm. 317  
Dallas, TX 75202

Dear Mr. Juaraz:

Enclosed is the State of Oklahoma's request for a waiver to extend the period of "Initial Eligibility of Training Providers" through December 31, 2003, postponing the "Subsequent Eligibility of Training Providers" period until January 1, 2004. The reason for this request is to give Oklahoma additional time to effectively implement the process. This additional time will give the state's program customers a broader choice among eligible training providers. The current ongoing effort to implement the subsequent eligibility process would continue with a complete implementation date of January 1, 2004. This waiver request is being written in the format identified in WIA Section 189(i)(4)(B) and WIA Regulations at Section 661.420(c).

If granted the waiver, Oklahoma plans to research "substantially similar" performance measures that can ensure that customers are provided with useful information to assist them in the selection of training providers. Oklahoma intends to work with State education entities in an effort to resolve the inherent conflicts in data privacy regulations that are a barrier to the collection of performance data.

Oklahoma fully understands the need for accountability and supports efforts to ensure that customers are making informed decisions based on quality data. But when the ability to effectively collect the required data is severely limited, the resulting chaos could effectively destroy customer choice and severely limit the use of ITAs. If you have any questions about the request, please feel free to call Mike Clark, Employment & Training Division, at 405/557-5339.

Sincerely,

Terry Watson, Director  
Employment and Training

MC/TW

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Terry Watson, Director  
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State of Oklahoma  
Waiver Request  
Workforce Investment act  
Subsequent Eligibility of Training Providers

The Employment and Training Division of the Oklahoma Employment Security Commission, the administrative entity for the Workforce Investment Act, is requesting a waiver to extend the period of "Initial Eligibility of Training Providers" until December 31, 2003, postponing the "Subsequent Eligibility of Training Providers" period until January 1, 2004. This additional time will give the state's program customer a broader range of choices among eligible training providers. The current ongoing effort to implement the subsequent eligibility process would continue with a complete implementation date of January 1, 2004. Oklahoma is fully committed to the WIA concept of increased consumer choice and training provider accountability. This waiver will allow Oklahoma to fully implement this concept.

This waiver request is being written in the format identified in WIA Section 189(i)(4)(B) and WIA Regulations 661.420(c).

- A. **Statutory Regulations to be Waived:** WIA Section 122(c)(5) and WIA Regulations at Section 661.530 deal with the time limit for initial eligibility that would be waived with an extension of the initial eligibility period to December 31, 2003.
- B. **Goals to be achieved by the Waiver:** The goals to be achieved by the waiver are to:
- Improve efforts of data collection from training providers;
  - Increase the amount and accuracy of WIA performance information from training providers;
  - Provide time to investigate whether there are "substantially similar" measures that could be substituted in place of the required measures;
  - Allow local workforce investment areas to increase familiarity with the Eligible Training Provider List (ETPL) system; and
  - Continue to offer customer choice while working with the Department of Labor to identify possible revisions to this section of the Act.
- C. **State of Local Statutory or Regulatory Barriers:** There are no state or local statutory or regulatory barriers to implementing the requested waiver.
- D. **Description of the Waiver Goal and Programmatic Outcomes:** During Program Year 2000 (July 1, 2000 – June 30, 2001) Oklahoma's 12 Workforce Investment Areas approved more than 250 training providers. The State's ETPL system currently contains the names of more than 250 eligible training providers offering more than 2100 individual training programs. It includes the State's technical and community colleges, state universities, private-for-profit, and nonprofit schools and training agencies. The complete list of approved training providers is located at <http://www.oesc.state.ok.us>.

The Employment and Training Division has worked in conjunction with the 12 local WIAs to market the concept of the ETPL to training providers throughout the state. For the most part, efforts have been very successful. Once the period of initial eligibility began, the State worked with local

Workforce Investment Boards to further educate local area training providers on the data collection and performance requirements of the subsequent eligibility process. Several concerns were identified during this period by training providers:

- Creating and maintaining a system that would collect the data required around the WIA regulations would be very costly and burdensome.
- For many of the providers, the relatively small number of WIA-eligible participants accessing their training services through Individual Training Accounts did not justify the resources that would have to be committed to collecting the data required.
- The occurrence of potential violations of data privacy - especially related to the Family Educational Rights Privacy Act.
- WIA data requirements would present an additional burden to the amount of data already being collected from students at a time when most businesses, schools, and colleges are trying to streamline processes and be more customer friendly.

These very valid concerns have led several potential training providers to forego completing the training provider application and many current providers to state that they would be unable to comply with the requirements for subsequent eligibility certification. The loss of a great number of training providers, especially in the state's two-year college system, would have a very negative impact in rural areas where the number of eligible training providers is already very limited. The lack of eligible training option would virtually shut down the ITA effort in many of our state's rural (one-stop) career centers. The waiver to extend the initial period of certification would keep providers on the ETPL and provide our customers with the training option choices mandated by the Act.

At present, the local WIBs do not have sufficient data (neither "all student" data nor "WIA" student data) to make adequate decisions about which training providers should be recertified. Since information on employment and earnings come from the unemployment insurance wage system, there is a tremendous delay in obtaining wage information on the quarter after termination and three quarters after termination. Any decisions made by local boards regarding a provider's eligibility could be considered arbitrary and open to a challenge by a provider denied subsequent eligibility.

Oklahoma fully understands the need for accountability and supports efforts to ensure that customers are making informed decisions based on quality data. However, when the ability to effectively collect the required data is severely limited, the resulting chaos could effectively destroy customer choice and severely limit the use of ITAs. The primary goal of this waiver request is to ensure that the State's adult and dislocated workers are afforded an opportunity to receive quality training through a system that provides a wide range of effective training providers from which to choose.

The State has been unable to develop a system that would allow for the easy collection of data utilizing unemployment insurance wage reports. In addition, the State has also encountered issues with the current computer program that maintains the ETP system. The waiver will allow the local WIAs to become more familiar with the ETP and ITA processes. As a result, local one-stop staff would be afforded more accurate performance data with which to assist participants in making informed training choices based on accurate and reliable data. Accurate performance data will also result in greater confidence in the ETP system.

The following actions will be taken if the waiver is approved:

- Workshops will be conducted and technical assistance will be provided for all 12 local WIAs on the ETP process.
- Action will be taken to improve the current ETPL website and to ensure that data fields are developed to provide for the collection of required data.
- A unified system will be developed for collecting participant follow-up data utilizing the State's UI Wage Reports.
- Once the new system has been developed, an aggressive public relations effort will be initiated to inform the local one-stops of the subsequent eligibility process.
- Customer satisfaction survey results will be analyzed to determine reaction to our current ETPL system.

- E. **Discussions with local Boards:** The submission of this waiver has been discussed with the local boards in all 12 of the State's WIAs. The boards are supportive of this waiver request.
- F. **Public input:** While there has been no formal effort to solicit public comment of the waiver request, it has been on the published agendas and open to comment at all of the local board meetings and at the State WIA board meeting.
- G. **Description of the Individuals Impacted by the Waiver:** Local workforce investment areas and boards, training providers, local one-stop staff, and our customers will all be positively affected by this waiver.
- H. **Description of the process to monitor progress:** The Director of Employment and Training and the Division's staff will monitor the progress being made on the activities and time frames identified in the waiver. He will require monthly reports from the staff in charge of the ETPL system.