# FAQ from Regional INTraining Survey

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| **Q1:** | In my work with clients what should I do when I see a particular program that does not train to the appropriate credential? |
| **A1:** | TEGL 8-19 requires programs train to a "recognized postsecondary credential" to receive WIOA funding. In Indiana we define that as training to one of the 4 following categories:<br><br>1. Industry Recognized Credential,<br>2. Licensure,<br>3. DOL Recognized Apprenticeship, or<br>4. Approved Postsecondary Credential as managed through the Commission for Higher Education.<br><br>Currently we are working to align the INTraining system with these requirements. If you see a program that is not training to the appropriate credential, please send provider and program information to the INTraining mailbox (INTraining@dwd.in.gov). |
| **Q2:** | Can I filter ETPs regionally? |
| **A2:** | Yes, you can use the INTraining system to filter search results regionally.<br><br>1. From the INTraining Dashboard click Public Search.<br>2. In the Search Option section, select the Eligible Training Provider List box and select the region from the Select Region drop-down menu.<br><br>If the Eligible Training Provider List box is checked within INTraining, the system will only produce results for fundable programs within that specified region. |
| **Q3:** | Is there a way to make the Search function more user friendly? Right now, INTraining requires specific wording. |
| **A3:** | This identified issue was a result from last spring's survey. We have begun working with our IT team to identify a solution. |
| **Q4:** | It is frustrating when I initiate a search and then try to return to a previous page. The system loses the prior search results. Can this be fixed? |
| **A4:** | Within INTraining users can always use the back arrow to navigate to the prior search results. Additionally, we are doing an exhaustive analysis of the INTraining system to identify where and when this is an issue so IT can create a "go back" function. |
| **Q5:** | On the Funding tab the note to contact a WorkOne office is too small and is consequently often missed by our clients. Additionally, only part of the Region map can be seen at a time. Our clients need to scroll down (or up) to see other regions. Can we do something about that? |
| **A5:** | We met with IT to address this concern and have the view of the screen to call attention to the WorkOne hyperlink. We are confident this will resolve the issue. |
| **Q6:** | Why did you take away the Print PDF functionality that combined all tabs into one document for easy upload to ICC documents when the user must provide regional information on ETPL and program fundability? Also, why can't my clients print from the site unless they copy to Word or save screen shots? |

| A6: | We understand this used to be available and recognize the importance of this function to WorkOnes. We are working with IT to identify a solution. |
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| Q7: | The administrative Comment section is difficult to find and use since the last update – Why? |
| A7: | Program comments are location-specific and directly related to the program's fundability status.  The Comment section is where INTraining staff clarifies why a program holds a particular status. |
| Q8: | When providers update information through the INTraining system the programs disappear from ICC until the changes are approved by INTraining staff. We can't do our jobs if we can't see these programs. Can we see all active programs in ICC despite their pending approval status? |
| A8: | We agree this is disruptive when working with clients. Regional staff with regional INTraining accounts will receive an automated email notifying them of status changes to regional program locations. We are also researching the ICC consumption rules for INTraining data. Currently, we understand ICC only displays program locations in an approved status. The result of this is that pending approval programs are seen in INTraining but not ICC. |
| Q9: | Sometimes there seems to be discrepancies between federally reported and local level data in ICC.  We think the self-reported performance completion and credential rate data for programs and providers in the INTraining system is incorrect when compared to our local data in ICC. This makes it difficult for our clients to make informed decisions about which occupational skills training program to choose. |
| A9: | Part of the discrepancy between ICC and federally reported data is that the latest TEGL requires providers to report ALL student data regardless of funding source, not just WIOA students. Therefore, when looking at a provider's data it will include all funding sources. Please recognize federal reporting is always a look backward to the previous reporting year. We have considered creating more on-demand reporting but that will require real time data entry by WorkOne partners. |
| Q10: | There is a significant issue with requiring training providers to report non-WIOA or state funded clients participating in the same program. |
| A10: | This concern is related to Q9. The Department of Labor now requires reporting of ALL student data, regardless of funding source. This was not a programmatic choice; it is a federal mandate. |
| Q11: | Can we create a video for providers that covers the benefits of inclusion on the INTraining list and how to apply and utilize the INTraining system? |
| A11: | We like this suggestion and will explore this idea when INTraining is aligned with our new policy. In the meantime, we have created many resources for providers that are available on the INTraining website. |
| Q12: | Why are some icons added or removed in the INTraining system? Can we get some communication when this happens? |
| A12: | Unfortunately, some of this is out of our control. The fundability icons are updated systematically using a scoring formula based on INDemand and performance metrics. While we manage most of the icons, the WRG (Workforce Ready Grants) icons are managed by that team.  Questions about any icons, other than those managed by WRG, should be addressed to the INTraining mailbox (INTraining@dwd.in.gov). |
| Q13: | Providers are finding the system difficult to navigate in terms of initial approval process timelines and annual updated eligibility requirements. We had hoped it would be more flexible and user friendly in relation to requirements both regionally and for providers. |

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| **A13:** | During PY 2021 we created several additional resources for training providers. Initial approval checks help up to ensure quality providers. Additional requirements for Federal reporting and annual reviews are requirements per the most recent TEGL 8-19. |
| **Q14:** | Sometimes when searching the ETPL site we do not get WRG results. Why are these providers not coming up as a search result if they are fundable state-wide? |
| **A14:** | The ETPL is only one requirement for the WRG and inclusion on the ETPL does not automatically include the provider in WRG. The provider must separately apply for WRG. Also, the WRG icon is managed by the WRG team. Questions about their icons should be submitted to their team at workforcereadygrant@dwd.in.gov. |
| **Q15:** | Why can't all programs in approved sectors automatically be designated as WRG fundable? Some of the WRG leads we are getting think they are eligible for WRG funding and may not be. |
| **A15:** | WRG has more stringent requirements than the ETPL. All WRG programs are on the ETPL but not all ETPL programs are WRG approved. ETPs must submit their application to the WRG to be included and meet the more stringent performance requirements to maintain WRG eligibility. Questions about the WRG program should be submitted to their team at workforcereadygrant@dwd.in.gov. |
| **Q16:** | Sometimes our client selects an approved program but when it is time to issue the voucher, the program is not a vendor available in ICC. This is very frustrating! |
| **A16:** | We are aware of the data consumption errors between INTraining and ICC. GEO is working to correct these errors. We are also working with ICC technical staff to ensure reporting of all active, fundable programs even when they are in Staff Review. |
| **Q17:** | Does anyone call a provider who is in danger of being removed from the ETPL to help them resolve issues they have? |
| **A17:** | Currently, there are over 2,000 programs on the ETPL. When providers are sent an email the Regional Admins are cc'd so they can assist the provider in maintaining their approved status. DWD sees regions as partners in the federal reporting and annual review requirement for providers. We have created resources to help providers including the ability to print the annual review schedule and a more user-friendly guide to complete federal reporting. Any additional suggestions on how to improve our provider communication is welcomed. |
| **Q18:** | Can DWD ask for more details on course curriculums submitted to INTraining? It would be helpful to WorkOne staff as well as our clients to see the specific skills taught by each provider. |
| **A18:** | We also see the value in more detailed curriculum information and are working on a standardized template for criteria to be met. This is a growth area for our application process. Ideally, we would like to lead the provider through guided questions to ensure more standardized curricular details for each training program. |
| **Q19:** | Making the ability for providers to get on the ETPL should be more user-friendly, especially given the data submission requirements, deadlines, suspensions for failure to submit information and the certain times of the year where DWD doesn't want to add new programs to the list, would encourage more providers to work to get on the list. |
| **A19:** | We agree and we are always looking for ways to improve. DWD accepts and processes provider and program applications throughout the year. Additionally, over the course of last year, we added many new resources to assist providers and hope to continue to grow our number of resources. |
| **Q20:** | Is there any communication between INTraining and the CRM like there was with the Indy Grants portal? |

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| **A20:** | Currently no, but we have plans to review this in the future. |
| **Q21:** | Why are some providers listed with different names on the CRM and INTraining? |
| **A21:** | When the CARES act was in effect, it required the legal name of the provider. The INTraining system allows providers to enter the name they want to be known by, often the dba (doing business as). |
| **Q22:** | When providers send an email it is not always easy to find them in INTraining as some providers may use many different names. |
| **A22:** | The INTraining system allows providers to enter the name they want to be known by, often the dba (doing business as). What the providers enter is not controlled by DWD. |
| **Q23:** | It would be great if the providers emails informing them of requested information included the Program ID # instead of the Program Location ID#. |
| **A23:** | To help locate the program you need, the Program Location ID # is a combination of the location where training is offered and the main program. Often, communications are targeted to one specific program location managed by a provider. The prog loc # is the most specific identifier in the INTraining system. For example, any one IvyTech program may have several distinct locations and we might request information from only one. |
| **Q24:** | The amount of documentation required for training providers is cumbersome. |
| **A24:** | Documentation required of providers is based on Federal requirements to "ensure informed consumer choices". |
| **Q25:** | There is a lot of turn over for both WorkOne staff and providers. Do you have anything to help train people new to INTraining? |
| **A25:** | We provide training resources, webinars, and guides for new users and providers. We are open to suggestions for additional resources that will be more beneficial or useful. |
| **Q26:** | Providers have issues with turn-over and no one has the logon for INTraining. This causes delays with getting information updated. |
| **A26:** | We are aware some provider staff change often. We send quarterly reminders to providers to update their email and to ensure at least one email is active and checked regularly, as is required through policy. |
| **Q27:** | Many training providers with limited staffing rotate the training each month/quarter from one county to another- this is both helpful and challenging. |
| **A27:** | During the pandemic we approved many more online providers. Clients now can train from the comfort of their own homes in many cases.  Unfortunately, we cannot control how providers offer their programs but intend to support trainers in meeting user needs. |
| **Q28:** | How can I, as a Career Coach, determine who will do well with an online class since not everyone does due to various reasons? |
| **A28:** | We are looking for a simple assessment or survey for literacy and digital skills to help with this determination. |
| **Q29:** | The regional leadership team is copied on system generated email alerts to the training providers notifying them to enter/review/update documentation but often this isn't communicated to the Functional Manager or the Career Advisors in a timely fashion. |
| **A29:** | While we cannot control communications at the WorkOne offices, it is important for Career Advisors to create their own INTraining account and not rely on the public view. Those with their own accounts will get the notifications sent to Regional Administrators. |