

Title: Monitoring and Review of the Maryland Eligible Training Provider List (ETPL)	Date of Issue: 05/15/2025
Approved By: Heather Powell	Last Reviewed: 01/12/2026

BACKGROUND

The Maryland Eligible Training Provider List (ETPL) is a key component of the public workforce system under the Workforce Innovation and Opportunity Act (WIOA). Carroll County Workforce Development is responsible for ensuring the continued eligibility, effectiveness, and quality of training providers approved to receive WIOA Title I funds. In accordance with federal and state guidance, Carroll County Workforce Development staff will implement routine monitoring and performance review of ETPL providers and programs.

MONITORING OBJECTIVES

- Ensure training providers meet performance and quality standards required by WIOA.
- Validate that training aligns with in-demand occupations and regional workforce needs.
- Protect participant choice and public investment in workforce training.
- Support accountability and transparency in WIOA-funded training.

REVIEW AND MONITORING ACTIVITIES

- **Annual Performance Review** – Evaluate provider outcomes using state-reported data such as completion rates, credential attainment, employment rates, and earnings.
- **Licensure and Accreditation Check** – Confirm each provider maintains current licenses, approvals, or accreditation required to offer the program.
- **Participant Outcomes** – Monitor success, satisfaction, and feedback from WIOA participants attending the training.
- **Labor Market Alignment** – Verify that programs are linked to high-demand occupations in Carroll County and the region or local business need.
- **System Compliance** – Ensure provider data in the Maryland Workforce Exchange (MWE) is complete and up to date.
- **Onsite/Remote Monitoring** – Conduct site visits or virtual reviews as needed to evaluate facilities, staff qualifications, and delivery of services.
- **Documentation Review** – Request and assess supporting documentation such as attendance, grading, and program completion records.

FINDINGS AND CORRECTIVE ACTION

- Training providers found to be out of compliance may receive technical assistance, enter into a corrective action plan, or be recommended for removal from the ETPL.
- All findings and action steps will be documented and shared with the Maryland Department of Labor (MDOL) as appropriate.
- Carroll County will coordinate with MDOL during biennial ETP reviews for continued eligibility under WIOA Section 122.

STAFF RESPONSIBILITIES

- WIOA case managers must verify provider and program approval on the current ETPL before issuing an Individual Training Account (ITA).
- Only programs listed on the approved ETPL are eligible for WIOA training funds unless a documented



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exception is applicable.

- Staff will maintain communication with MDOL and local partners regarding provider performance and compliance concerns.

EXCEPTIONS TO USING ETPL PROVIDERS

The following training services are exceptions to the requirement that a provider be listed on the ETPL:

- On-the-Job Training (OJT), Customized Training, Incumbent Worker Training, and Transitional Jobs.
- Contracted training for cohorts in in-demand sectors that does not limit individual customer choice.

REVIEW TIMELINE

- Annual reviews will be completed by December 31 each year.
- Additional reviews will be triggered if:
 - A provider fails to meet performance benchmarks.
 - Complaints are received from participants or staff.
 - MDOL requires a formal evaluation.

DATA SHARING AND PRIVACY

- All monitoring will adhere to state and federal data privacy and security requirements.
- Personally Identifiable Information (PII) of participants will be protected in accordance with WIOA and MDOL guidelines.