CareerSource Heartland			
SECTION	Administration	**PROCEDURE #** A37	PAGE 1 of 2
TITLE	WIOA Eligible Training Provider Appeals Process	**REVISED DATE**	
		EFFECTIVE DATE	10/29/2026
APPROVED BY: DD		**REPLACES:**	

PURPOSE: This policy outlines the formal process for training providers to appeal a denial of initial eligibility, a denial of continued program eligibility, denial of a program, or a forced program removal from the local Eligible Training Provider List (ETPL) by CareerSource Heartland (CSH). This policy operates in strict compliance with Workforce Innovation and Opportunity Act (WIOA) Section 122, 20 CFR Section 680.480, and CareerSource Florida Administrative Policy 090.

PROCEDURE:

LOCAL CONDITIONS FOR DENIAL OR REMOVAL

Per federal and state guidelines, approval on the statewide Florida ETPL does not grant automatic approval or funding authority within individual Local Workforce Development Areas (LWDAs). CSH maintains independent local authority to deny, restrict, or remove programs from local funding access. Local board actions may occur under the following conditions:

A. Standard Compliance Failures

- The provider fails to submit required performance, tuition, or cost data within designated local submission windows.
- The provider fails to meet state or local performance thresholds for employment, earnings, credential attainment, or completion rates.
- The provider commits a substantial violation of WIOA requirements or intentionally submits inaccurate participant data.

B. Non-Compliance with Local CSH Policies (including State-Approved Entities)

Including a provider or program that has successfully achieved active status on the State of Florida ETPL, CSH may issue a local denial or restriction if the provider fails under the Standard Compliance Failures, or if the program:

- Fails to meet local performance thresholds for employment, earnings, credential attainment, or completion rates.
- Does not align with the current CSH Targeted Occupations List (TOL) for DeSoto, Hardee, Highlands, or Okeechobee counties.
- Exceeds the regional Individual Training Account (ITA) funding or duration caps established under CSH Procedure A25 (e.g., funding limits or restriction on covering four full years of post-secondary tuition without prior CEO authorization).

- Fails to satisfy local employer demand verification or fails to secure the necessary regional administrative approval from the CSH President/CEO.

APPEALS PROCESS

TIER 1: LOCAL BOARD ADMINISTRATIVE APPEAL TO CAREERSOURCE HEARTLAND

A training provider wishing to challenge an adverse ETPL determination made by CSH—including local restrictions placed on state-approved programs—must first exhaust this local administrative remedy.

A. Timeline for Filing

The training provider must submit a formal written Appeal Request to the CareerSource Heartland Chief Executive Officer (CEO) within thirty (30) calendar days from the date listed on the official notification of local denial or removal. Late submissions will be rejected without a review on the merits.

B. Content of the Local Appeal

The written appeal must be signed by an authorized institutional representative, must indicate why the information used to make the decision was incorrect, and include:

- Official name, corporate address, and contact details of the training provider.
- The precise name of the training program(s) impacted.
- Proof of active standing on the State of Florida ETPL (if applicable).
- A clear, itemized statement explaining why the provider believes CSH's local decision was incorrect or unaligned with local policy.
- Verifiable supporting documentation, such as local employer letters of support, localized labor market demand data, regional placement metrics, or proof of programmatic compliance with CSH ITA limits or performance requirements.

C. Review and Resolution Process

The CSH CEO will forward the complete appeals package to CSH’s Business Enhancement Committee (BEC) for review and evaluation. CSH will issue a formal, written final local determination within thirty (30) calendar days of receiving the appeal request.

TIER 2: CAREERSOURCE HEARTLAND FULL BOARD REVIEW

If the CSH BEC denies the Tier 1 local appeal, or fails to issue a decision within 30 days, the provider has the right to appeal to CSH’s full Board of Directors.

A. Timeline, Submission, and Decision

The provider must submit a written request for a State-level hearing within five (5) calendar days of receiving CSH’s written local denial notice. The provider should be directed to CSH’s CEO and request Tier 2 Appeal. CSH’s CEO will place the appeal on the Agenda for the next scheduled CSH Board Meeting. Within 5 days of the decision, CSH’s CEO will notify the provider. The decision of the full Board is final and is not subject to further appeal.