



WS 21-01
Issued: July 8, 2021
Effective: Immediately
Financial Aid
Expires: Continuing

To: All Contractors

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Subject: Vendor Network Standards & Guidelines

Purpose

Update policy and procedures for managing financial aid vendors in our Vendor Network. This issuance replaces WS 15-06: Education and Training Vendor Network Standards.

Background

Workforce Solutions offer financial aid to customers who need help to get a job, keep a job, or to get a better job. We provide childcare assistance, scholarships for education or training, or help with work support to start or keep a job at vendors and programs approved in our Vendor Network.

The Financial Aid Payment Office reviews, approves, and denies vendor applications to provide financial aid to customers. The Payment Office also monitors vendors and provides them support and technical assistance.

Vendor Network Standards and Guidelines

The vendor standards provide guidance for:

- The types of financial aid vendors we solicit for the network
- How vendors apply to offer service for our customers and the eligibility requirements to be added to the network
- How we review vendors' performance and renew agreements
- How we make payments to vendors
- How we remove vendors from the network and how a vendor may appeal such an action
- How vendors and customers may submit complaints

The Payment Office continuously adds new vendors and programs and makes changes to existing ones. Staff should periodically review the network for updates.

Staff should direct vendors to the Financial Aid Payment Office for answers to questions and concerns related to application procedures, high-skill/high-growth occupations and targeted industries, performance, payments, and any other vendor-related issues.

Action

- Make sure all staff at every level review the changes in the in the updated [Vendor Network Standards and Guidelines](#)
- Direct vendors to the Payment Office for assistance with questions and concerns related to application procedures, high-skill/high-growth occupations and targeted industries, performance, payments, and any other vendor-related issues.

Questions

Staff should ask questions of their supervisors first. Direct questions for Board staff through the electronic [Issuance Q&A](#).