

SBDAP PROGRAM FAQs FOR PROVIDERS

V2.4.2020

New SBDAP Program Website: <http://workforcetrainingfund.org/programs/direct-access-program/Questions?> Email us at mte@commcop.org

The Massachusetts Training Exchange (MTE) beta test has come to a close. Based on the lessons we learned from your feedback during the MTE beta period, we've designed a new, simplified system to help you administer your SBDAP grants.

Below, we've highlighted some of the key improvements to SBDAP policy and administrative features that form the backbone of the new system.

Determining New Business Eligibility

Where do I send a business to determine their eligibility to participate in the SBDAP Program?

Before (MTE)

Businesses would create an account on the MTE to check their eligibility.

New System

Businesses will register using the simple online form on the SBDAP website.

Checking Business Eligibility Status

How will I know if a business is eligible to enroll in SBDAP-funded training?

Before (MTE)

Providers could not check the eligibility status of their clients.

Businesses could check their eligibility status from within their MTE account.

Only eligible businesses could request enrollment in a course.

New System

All eligible businesses will be entered onto the SBDAP Eligible Business List posted on the program website.

Both providers and businesses can check to see if a business is currently eligible. If a business is not listed, they may register to determine eligibility.

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SBDAP Eligibility Renewal

Do providers or businesses need to renew their eligibility?

Before (MTE)

Both providers and businesses needed to renew their eligibility every twelve months.

New System

Once SBDAP eligibility is determined, it remains valid until the end of this SBDAP procurement cycle.

All SBDAP eligible organizations will remain eligible until June 30, 2021.

Accepting Course Enrollments

How will a business enroll employees in my course?

Before (MTE)

Eligible businesses went through the three-step process, starting with requesting enrollment, and ending with assigning trainees to accepted requests.

New System

Businesses will contact providers directly to enroll employees. Providers will process requests using their existing enrollment systems.

Providers will validate business eligibility using the SBDAP Eligible Business List.

Limits on Business Access to Training

Are there limits on how much SBDAP training an eligible business can access?

Before (MTE)

Eligible businesses were limited to \$15,000 in SBDAP training per year.

New System

Eligible businesses have unlimited access to SBDAP training through 6/30/21

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Managing Rosters and Schedules

What happens if a business needs to change their enrollment?

What if I need to change a course schedule, or cancel a cohort?

Before (MTE)

Enrollments and schedules were, for the most part, unable to be modified. In some cases, complicated work arounds were available.

New System

Providers may make unlimited changes to course schedules and rosters, and may apply their existing cancellation policies to enrollments — businesses may make changes according to each provider's cancellation policy.

Using Your SBDAP Grant Award

I've used up the available funds for an in-demand course — can I offer more cohorts of this course if I have funds available in a different course?

Before (MTE)

Your SBDAP award was applied course-by-course. Funds could not transfer between approved courses.

New System

Your SBDAP award is a pool that may be applied to enrollments in any of your approved courses. Previous course limits are waived.

Course Listing

Where can a business find information about my courses?

Before (MTE)

Your courses and scheduled cohorts were listed in a searchable online marketplace.

New System

Your contact information and approved courses are posted on an Approved Course List on the SBDAP website.

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Payment for Training

When and how will I get paid for delivering training?

Before (MTE)

For each enrollment in a “batch,” you would receive 50% of enrollment fees in advance, and 50% after training was finished, based on completions.

New System

You will invoice us for payment after training is finished, receiving 100% of enrollment fees based on actual completions.

For a full discussion of the new payment model, please see our SBDAP Transition Payment Reconciliation Guide.

Submitting Attendance

Do I need to submit attendance records to receive payment?

Before (MTE)

In order to receive your second payment for completed training, you would record and submit attendance in the MTE. We would calculate completions based on attendance to determine your final payment.

A trainee is considered complete if they attend at least 50% of the training sessions.

New System

You will invoice us for the number of trainees that complete training. You should maintain permanent attendance records for all SBDAP courses — we may conduct spot checks and audits of attendance records at any time.

A trainee is considered complete if they attend at least 50% of the training sessions.

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Business Notification

*How will my clients know about the change to a new system?
What happens if they visit masstrainingexchange.org?*

Before (MTE)

Businesses visiting masstrainingexchange.org have the option to log-in to their account, or register for an account.

New System

Until the transition occurs, all users will see a banner notification signaling the coming change.

After, business users will not be able to log-in, and will receive a message redirecting them to the new website.

Accessing Records

What will happen to my records stored in the MTE?

Before (MTE)

Until we transition, you will continue to be able to log-in to the MTE to **view and modify** records.

New System

After the transition, you will be able to log-in to the MTE to **view read-only records** until we have completed the data reconciliation process with every provider.

Eventually, access to the MTE will be permanently shut down.