WIOA TITLE I STATEWIDE ELIGIBLE TRAINING PROVIDER LIST

Desk Guide for Public Training Providers to the Statewide ETPL

Contents

Introduction

The quality and selection of training providers and programs are vital to achieving consumer choice, job-driven training, provider performance and continuous improvement for the public workforce development system, established under the Workforce Innovation and Opportunity Act (WIOA).

Training providers interested in having courses/programs included on Pennsylvania's Eligible Training Provider List (ETPL) may apply electronically through the Commonwealth Workforce Development System (CWDS) to one (1) of twenty-three (23) local workforce development area (LWDA) offices, located throughout Pennsylvania. Available WIOA title I funds and restriction of such courses/programs are impacted by the policies and guidance issued from Pennsylvania's Department of Labor & Industry (Department), as well as Pennsylvania's local workforce development boards' respective policies and guidance.

Each program must be listed individually, and only approved once through the application process that starts locally. Local workforce development board approval is the first step of a two-step process for inclusion on the statewide ETPL. State approval by the Department, is the second and final step for having a course/program become eligible and included on the statewide ETPL. Each step of approval should take no longer than thirty (30) calendar days. If an ETPL service application is rejected in an area due to local policies, a training provider may apply to another local area to have the training considered for inclusion on the statewide ETPL.

The statewide ETPL is an annual list. Training providers must reapply for continued eligibility to have available courses/programs remain on the statewide list for the following year. Applications are accepted on an ongoing basis.

Trade Adjustment Assistance Program

The Trade Adjustment Assistance (TAA) Program is a federal program that assists workers who have been adversely affected by foreign trade. The TAA program offers a variety of reemployment services to assist unemployed workers to prepare for and obtain suitable employment, including training. Trade impacted individuals work with staff in Pennsylvania CareerLink® offices to determine types of services needed and whether training is necessary to obtain suitable employment.

Training providers may submit service applications for TAA-Eligible students.

Unlike WIOA, TAA-Eligible only service applications do not require performance data. Although Trade participants may choose from the Eligible Training Provider List (ETPL), they are not limited to the ETPL. The TAA-Eligible only service application is accessible through the Commonwealth Workforce Development System (CWDS) and available to schools that may be interested in participating in the TAA program *only.*

Selection for determining suitable training ("service applications") for TAA-Eligible students is based on the following criteria:

- Employment opportunities exist as substantiated by job orders and other pertinent labor market information; and
- The occupation related to the training program provides reasonable expectation of permanent employment.

Training providers who submit programs to the ETPL that have a fully executed Trade Master Agreement (TMA) with the Department can enroll *'trade affected workers'* who are eligible to receive funding through the TAA Program.

Trade affected workers who request training through the TAA Program must meet the guidelines established under the Trade Act of 1974, Public Law 93-618, as amended.

Training providers must meet the federal and state requirements under TAA and must obtain a fully executed TAA Master Agreement between the Department of Labor & Industry. For more information on obtaining a TAA Master Agreement for TAA eligible students, please email RA-LI-BWDA-GS@pa.gov.

Registered Apprenticeship Programs

WIOA provides an opportunity for registered apprenticeship programs to be active partners in the public workforce system. These programs are a proven job-driven training mechanism that provides workers with career pathways and opportunities to earn while they learn. This effectively meets the needs of both jobseekers and employers.

Under WIOA Title I-B, registered apprenticeship programs are not subject to the same application procedures and information requirements as other training providers considering the detailed application and vetting procedures that apprenticeship programs already undergo to become registered. In Pennsylvania, this means that apprenticeship programs registered with the PA Department of Labor and Industry Apprenticeship and Training Office can be integrated onto the commonwealth's statewide ETPL. Registered apprenticeship program sponsors that request to be eligible training providers are automatically eligible to be included on the Eligible Apprenticeship List housed within the ETP and will remain if the program is registered or until the program sponsor submits notification that it no longer wishes to be on the list. While automatically eligible, not all Registered apprenticeship sponsors may desire to be included on the statewide ETPL.

However, inclusion allows eligible participants and employers to use available WIOA Title I-B funds for training in registered apprenticeship programs, in accordance with the Act; and more directly connects apprenticeship programs to jobseekers through the commonwealth's PA CareerLink® locations.

Registered apprenticeship programs differ from other training providers in some other respects. Most notably, a participant's enrollment occurs only through an agreement between the participant, the registered apprenticeship program sponsor and/or an employer. Specifically, some apprenticeship programs work with a single employer, whereas others may operate through a joint labor-management organization where participants are selected for the apprenticeship but not immediately hired by a specific employer.

Registered apprenticeship program sponsors may request, at any time, to be added to the statewide ETPL. Additionally, apprenticeship program sponsors may request, at any time, to be removed from the statewide ETPL. Any such requests must be communicated to L&I through the following resource account: apprenticeship@pa.gov. The statewide ETPL, which can be electronically accessed at www.pacareerlink.pa.gov, will be modified no less than quarterly by L&I.

As noted in the PA WIOA Combined State Plan, an email will be sent annually to program sponsor main contacts, sharing Appendix A of the ETP policy, including the directions for the sponsor(s) to opt-in if they have not already done so. The following steps outline the process for Registered apprenticeship program sponsors seeking inclusion on (on-in) or exclusion from (opt-out) the statewide ETPL.

For Registered apprenticeship programs approved after March 2021, the sponsor's registration paperwork includes an explanation of the benefits of inclusion of the statewide ETPL and a question whereby the sponsor acknowledges they would like to be included on it.

Step One. Established programs wishing to be included on the Eligible Apprenticeship List housed within the statewide ETPL require the program sponsor to notify L&I and submit the following information to L&I so they can verify registration with the state:

- • Occupations included within the registered apprenticeship program; and
- • The name, address, and RAPIDS # of the registered apprenticeship program sponsor.

All notifications must be submitted to the following resource account: apprenticeship@pa.gov

Step Two. Once the registration status has been verified, L&I will add the registered apprenticeship to the statewide ETPL. Such apprenticeships will remain on the list as long at the entity's registration status remains valid or until a program sponsor requests to have a program removed.

Submitting Data for Performance Measures

Institutions of higher education are <u>required</u> to provide program performance data for courses/programs to be considered for approval and inclusion on the statewide ETPL. The Department offers different ways of submitting data for performance measures. Training providers may enter students' Social Security numbers (SSNs) in PA CareerLink® for comparison of employment and wage data for aggregate training and performance data; or training providers may enter their own aggregate data which does not require them to provide students' SSNs. Aggregate data is needed for each performance question on the course/program application. Aggregate data will only be accepted from training providers if:

- • The data is independently validated by a third party, such as a public accounting firm; or
- • The necessary data can be verified against a copy of the provider's accrediting agency's annual report for the course/program's performance.

If aggregate data is submitted, a hard copy of the report must be sent to the local ETPL point of contact within thirty (30) calendar days from the date the course/program is submitted in PA CareerLink®. **Training course/program applications cannot be approved at the local level until after the local point of contact has reviewed and approved all required documentation.**

Data is collected on the scheduled completion/exit dates of training providers' students during a one-year reporting period. Due to the reporting timeline for wage record information, PA CareerLink® will advance the reporting period one (1) quarter, at the end of each quarter. Please be prepared to enter student course/program completion data based on the following reporting periods.

ETPL Applications Submitted	Reporting Period for Scheduled Exit Dates of Students
04/01/2023 - 06/30/2023	10/01/2020 - 09/30/2021
07/01/2023 - 09/30/2023	01/01/2021 - 12/31/2021
10/01/2023 - 12/31/2023	04/01/2021 - 03/31/2022
01/01/2024 - 03/31/2024	07/01/2021 - 06/30/2022
04/01/2024 - 06/30/2024	10/01/2021 - 09/30/2022

Criteria

Courses/programs must meet the following criteria for inclusion on the statewide ETPL:

- Facility must meet one (1) of fourteen (14) certification categories;
- Facility must comply with the Americans With Disabilities Act of 1990;
- Facility must abide by WIOA nondiscrimination and equal opportunity provisions;
- Courses/programs must be available to the public;
- Courses/programs must meet established performance measures; and
- Courses/programs must train for a high priority occupation(s).

Certification Categories

Training providers must meet all applicable state and federal requirements for operating certain schools. **It is the responsibility of the individual training provider to contact the appropriate state agency to be properly licensed or approved.** Depending on what type of school is being operated, a training provider may have to register, be licensed, or receive a permit or approval from one or more various state/federal agencies.

Training providers submitting training course/program applications must meet one (1) of the following categories:

1. **Apprenticeships.** Apprenticeship programs registered with the U.S. Department of Labor's Bureau of Apprenticeship and Training (BAT), and/or programs approved by the Pennsylvania State Bureau of Apprenticeship and Training;

2. **Auctioneers.** State Board of Auctioneer Examiners, 63 P.S. §734. 1 et seq and 49 PA Code §1.11;

3. **Aviation.** Schools that provide training or instruction in flying and are regulated by the Federal Aviation Administration. However, as an example, if the school chooses to offer non-flying training in the field of Aircraft Mechanics, then the program must be licensed by the Pennsylvania Department of Education (PDE);

4. **Barber schools.** State Board of Barber Examiners, 63 P.S. §562;

5. **Cosmetology Schools.** State Board of Cosmetology, 63 P.S. §512. However, as an example, if the school chooses to offer Massage Therapy, then the program must be licensed by PDE;

6. **Community-Based Organizations.** Groups of individuals organized by and for a particular community of people based on shared interests and/or attributes providing occupational skills training;

7. **Out-of-State Schools.** Schools providing educational instruction at institutions within the confines of their state that do not have a physical presence within Pennsylvania;

8. **Private Tutorial Schools**. PDE licensed schools providing individual instruction by a private tutor;

9. **Real Estate**. Schools providing training in the field of real estate - State Real Estate Commission, 63 P.S. §455.402 and/or schools providing training for real estate appraisal - State Real Estate Commission, 63 P.S. §§ 457.5(2). Training providers will be required to supply their license number;

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10. **Hospital Schools**. Operated by a hospital licensed under the Health Care Facilities Act, 35 P.S. §§448.101 – 448.904 and accredited by a regional or national accreditation agency; educational programs for LPNs, RNs and CRNPs are approved by the State Board of Nursing, 49 PA Code §§21.31-21.33 and 49 PA Code §21.161;

11. **Colleges and Universities.** Schools authorized to award degrees under 24 PA C.S. §6505 (relating to power to confer degrees) other than those schools approved to award specialized associate degrees under §§42.11-42.14 (relating to specialized associate degree programs approval procedure), this includes four-year colleges;

12. **Pennsylvania Schools.** Schools operated by the Commonwealth of Pennsylvania or a political subdivision thereof, such as the PDE's Stevens College of Technology, community colleges or vocational technical schools;

13. **Service Occupations.** Schools/classes providing training in public service or other service occupations. Persons engaged in public service occupations are limited to ambulance personnel, emergency medical technicians, firefighters, police, school bus drivers, and school crossing guards. Persons engaged in other service occupations are limited to maids, butlers, and chauffeurs; and

14. **Private Licensed Schools**. Act 174 of 1986, the Private Licensed Schools Act (PLSA), requires postsecondary institutions that offer career training in Pennsylvania be licensed by the State Board of Private Licensed Schools. Schools which meet all five (5) of the following requirements **must be licensed before operating**: (1) offers classes or maintains a school, (2) charges tuition or makes a profit from its fees, (3) contracts with members of the public directly rather than through a third party, (4) prepares those members of the public to pursue employment as defined in the Dictionary of Occupational Titles as supplemented or amended, and (5) is not specifically exempt under the statute. For further information, training providers should contact PDE's Division of Private Licensed Schools, at 717-783-8228 or visit PDE's website at https://www.education.pa.gov.

If a training institution does not fall into one of the fourteen (14) certification categories listed above, it may be considered for inclusion on the statewide ETPL on a case-by-case basis. **Local workforce development boards and the Pennsylvania Department of Education (PDE) provide recommendations for provider approval or rejection.** Final approval for inclusion on the ETPL is determined by the Department.

High Priority Occupations
Pennsylvania's public workforce development system targets education and training funds to High Priority Occupations (HPOs). HPOs are a direct result of Pennsylvania's industry-driven approach to workforce development. These occupations are in demand by employers, have higher skill needs and are most likely to provide family sustaining wages.

Local HPO lists guide public workforce investments and are evaluated on an annual basis to ensure investments keep pace with rapidly changing technology and labor market demands. **Local areas are responsible for ensuring that the training courses/programs of study accurately correspond to the occupation(s) selected. Educational institutions and local areas can submit documentation during the open petition period to request the addition of an occupation to their local HPO list.**

Information on local HPO lists and the methodology behind them can be accessed on Pennsylvania's High Priority Occupations webpage by clicking the following hyperlink: https://www.workstats.dli.pa.gov/Products/HPOs/Pages/default.aspx.

Local Contact Information

Please keep in mind that the *Desk Guide for WIOA Title I Statewide ETPL* reflects the latest changes to Pennsylvania's process for the statewide ETPL. It will be updated as CWDS and PA CareerLink® are enhanced, and as changes are made to federal and state policies. Questions regarding CWDS, PA CareerLink®, this desk guide, and policy may be directed to your local ETPL point of contact(s) listed on the following pages.

EAST	WEST
Berks County	**Allegheny County**
Rory Stevenson RStevenson@countyofberks.com 610-898-5574 x 2095 (Office) 484-513-8532 (Mobile) Amber Columbo AColumbo@countyofberks.com 610-898-5574 x 2098 (Office)	Monique Yost myost@partner4work.org 412-228-0642 (Mobile - Work) Nina Appasamy nappasamy@partner4work.org 412-932-2955 (Mobile - Work)
Bucks County	**Central PA**
Alice Colyar amcolyar@buckscounty.org 267-680-9467 (Mobile)	Patrick O'Connor poconnor@advancecentralpa.org 267-225-7140 (Mobile) 570-568-6868 x 234 (Office)
Chester County	**North Central**
Tracey Dougherty tdougherty@chesco.org 610-344-6263 (Office) 610-757-7217 (Mobile)	Linda Franco lfranco@ncwdb.org 814-594-1516 (Mobile) 814-245-1835 x 103 (Office)
Delaware County	**Northern Tier**
Donna Tutak TutakD@co.delaware.pa.us 610-713-2232 (Office)	Rachel Selleck selleck@northerntier.org 570-265-1519 (Office)
Lackawanna County	**Northwest**
Cathy Gerard c-cgerard@pa.gov 570-963-3110 (Office)	Carrie Symes csymes@nwpajobconnect.org 814-758-0659 (Mobile)
Lancaster County	**Pittsburgh**
Anna Ramos aramos@lancastercountywib.com 717-735-0333 x 224 (Office) Valerie Hatfield vhatfield@lancastercountywib.com 717-735-0333 x 228 (Office)	Monique Yost myost@partner4work.org 412-228-0642 (Mobile - Work) Nina Appasamy nappasamy@partner4work.org 412-932-2955 (Mobile - Work)

EAST	WEST
Lehigh Valley	**Southern Alleghenies**
Nanse Wolfington nwolfington@workforcelv.org 610-841-8329 (Office)	Jim Walker walker@sapdc.org 814-949-6536 (Office)
Luzerne/Schuylkill Counties	**Southwest Corner**
Nancy Kelly nancykelly@lswib.org 570-822-1101 x 217 (Office)	Lisa Neil lneil@swtraining.org 724-229-1350 x 237 (Office)
Montgomery County	**Tri-County**
Jane Stein Jane.Stein@montgomerycountypa.gov 610-278-3530 (Office) Gareth Weakly V-Gareth.Weakly@montgomerycountypa.gov 610-270-3429 x 6139 (Office)	Melinda Schultheis mschultheis@tricountywib.org 724-282-9341 x 102
Philadelphia	**West Central**
Benjamin Robling brobling@philaworks.org 215-854-1993 (Office)	Heather Ratvasky hratvasky@wcjp.org 724-347-7855 x 301 (Office)
Pocono Counties	**Westmoreland/Fayette**
Christine Heintzelman pocsda15@ptd.net 484-464-2494 (Office)	Janet Ward jward@westfaywib.org 724-755-2145 x 508 (Office)
South Central	
Nicola Overton noverton@scpaworks.org 717-236-7936 x 129 (Office) Judy Santiago jsantiago@scpaworks.org 717-236-7936 x 130 (Office)	

PA County/Local Area Conversion

Eastern Counties	Local Areas	Western Counties	Local Areas
Adams	South Central	Allegheny	Allegheny County
Berks	Berks County	Armstrong	Tri-County
Bucks	Bucks County	Beaver	Southwest Corner
Carbon	Pocono Counties	Bedford	Southern Alleghenies
Chester	Chester County	Blair	Southern Alleghenies
Cumberland	South Central	Bradford	Northern Tier
Dauphin	South Central	Butler	Tri-County
Delaware	Delaware County	Cambria	Southern Alleghenies
Franklin	South Central	Cameron	North Central
Juniata	South Central	Centre	Central PA
Lackawanna	Lackawanna County	Clarion	Northwest
Lancaster	Lancaster County	Clearfield	North Central
Lebanon	South Central	Clinton	Central PA
Lehigh	Lehigh Valley	Columbia	Central PA
Luzerne	Luzerne-Schuylkill Counties	Crawford	Northwest
Monroe	Pocono Counties	Elk	North Central
Montgomery	Montgomery County	Erie	Northwest
Northampton	Lehigh Valley	Fayette	Westmoreland/Fayette
Perry	South Central	Forest	Northwest
Philadelphia	Philadelphia County	Fulton	Southern Alleghenies
Pike	Pocono Counties	Greene	Southwest Corner
Schuylkill	Luzerne-Schuylkill Counties	Huntingdon	Southern Alleghenies
Wayne	Pocono Counties	Indiana	Tri-County
York	South Central	Jefferson	North Central
		Lawrence	West Central
		Lycoming	Central PA
		McKean	North Central
		Mercer	West Central
		Mifflin	Central PA
		Montour	Central PA
		Northumberland	Central PA
		Potter	North Central
		Snyder	Central PA
		Somerset	Southern Alleghenies
		Sullivan	Northern Tier
		Susquehanna	Northern Tier
		Tioga	Northern Tier
		Union	Central PA
		Venango	Northwest
		Warren	Northwest
		Washington	Southwest Corner
		Westmoreland	Westmoreland/Fayette
		Wyoming	Northern Tier

Desk Guide for Public Training Providers to the Statewide ETPL

State Contact Information

The Department's Bureau of Workforce Partnership & Operations (BWPO) oversees the activities of the ETPL. Providers requiring assistance from the Eastern region may email State staff at RA-LIBWPO-ETPLEAST@pa.gov, and those from the Western region may email State staff at RA-LIBWPO-ETPLWEST@pa.gov.

This desk guide provides training providers with instructions for the following actions:

1. Register as a training provider and create a training provider business folder;

2. Add additional branch campuses/training sites;

3. Submit training courses/programs of study from the training provider business folder for approval;

4. Copy training courses/programs of study for resubmittal for the next ETPL year;

5. Appeal local/state rejected training courses/programs of study;

6. Update training provider/training course information in the training provider business folder;

7. Withdraw courses; and

8. Access and search the statewide ETPL.

Section I. Registration

Registering as a New Training Provider

1. To begin the process, go to www.cwds.pa.gov and click *REGISTER* located under the *LOGIN* button.

2. On the next screen click the *Provider Of Services* radio button and click *Continue*.

3. Enter the institution's Federal Employer Identification Number (FEIN) and click *Locate Business Folder*.

4. To create the Provider Business Folder, enter details and click *Save And Continue*.

5. Enter contact details on the *Create Provider Contact Details* screen and click *Save And Continue*.

6. The page will refresh. Enter *Login Details* at the bottom of the page and click *Save And Continue*.

Note: The system automatically generates a Keystone ID for the provider contact. This information will appear on the next page on the upper left side of the screen in a green shaded box.

7. Print the resulting page which displays the Keystone ID. Write your Password and Password Hint Questions and Answers on the printout. Keep the information in a safe place.

Note: The ID and Password are critical in accessing the provider business folder. If this information is not known when attempting to log into CWDS in the future, click the _forgot Keystone ID or Password?_ link on the *CWDS Home Page*. Local and state staff do not have the ability to look up forgotten provider passwords.

8. Review *Provider Business Folder Details*, if no editing is required, click *Submit.* The system displays the *CWDS Home Page*. Log in using your Keystone ID and Password. After logging in, the *Provider Home Page* displays.

Note: Email is the method used to notify training providers of ETPL service application status changes, policy updates, training sessions, etc. Therefore, training providers must keep their email addresses current and are reminded of the critical need to keep all their business folder contact information up to date.

Updating Training Provider Information

The information contained in the provider business folder provides information about the institution to individuals seeking training, and to PA CareerLink® office staff. It is important that the provider business folder contain current information about the institution, particularly telephone numbers and email addresses.

1. Log in to the provider business folder at www.cwds.pa.gov.

2. Hover over the *My Profile* menu at the top of the screen and click *Business Folder Details* or the *Detailed Profile*.

3. Edit all necessary information and click *Save.* The system will display the *Provider Home Page.*

Adding Branch Campuses/Training Sites

All courses/programs are site-specific. Therefore, if a training provider offers courses/programs at several different locations, a separate provider business folder must be established for each location.

Note: If the new folder will have a different FEIN assigned to it, follow the *Registering as a New Training Provider* instructions. The process below is to be used when the new provider business folder will be attached to an existing FEIN.

1. Log in to the existing provider business folder at www.cwds.pa.gov.

2. Hover over the *My Profile* menu at the top of the page and select *Business Folder List*.

3. Click *Create Business Folder* at the bottom of the page.

4. Enter *Provider Business Folder Details* about the new location and click *Save And Continue*. The system displays the *Provider Business Folder List*.

5. Click *Home* at the top, left side of the screen. The system will display the *Provider Home Page*. Locate the *Change Business Folder* feature to select the appropriate site, using the *Change Business Folder* drop-down menu in the middle of the page and click *Change*. Click View Provider's PA CareerLink® Dashboard link. From the dashboard, you'll click the CREATE SERVICE APPLICATION button to begin the application submission process.

Adding a Point of Contact to an Existing Provider Business Folder

For security reasons, users must **not** share Keystone IDs and Passwords, even if they represent the same institution. Each individual responsible for maintaining any part of the institution's provider business folder must establish a separate Keystone ID and Password.

1. Log in to the provider business folder at www.cwds.pa.gov.

2. Hover over the *My Profile* menu at the top of the page and click *Contacts*.

3. Click *Create Contact*, enter details for the new contact, and click *Save*.

Note: This screen will provide an Access Code to be shared with the new contact for logging in to the system for the first time. The contact will need to enter the Access Code on the *Access Code* page before the system will allow creation of a password. Be sure to write down the Access Code or print out the page <u>before you click</u> <u>*Save*</u>. This code is also available in the last column of the *Provider Contact List* on the following screen.

4. Provide the new contact with the Access Code to go to www.cwds.pa.gov and click *REGISTER* on the upper right-side of the page.

5. The *User Enrollment* screen will display. Click the radio button next to *Provider Of Services* and click *Continue*.

6. Enter the school's FEIN and click *Locate Business Folder*. A list of all folders associated with that FEIN will display.

7. Click the radio button next to the location that new contact is associated with and click *Join*.

8. A list of all the contacts associated with the folder will display. Click the radio button next to the new contact and click *Associate Contact*.

9. The *Access Code* page displays. The new contact should enter the <u>case sensitive</u> temporary Access Code, Last Name, and click *Continue*.

10. The *Edit Provider Contact Details* screen displays. Review the information, edit as necessary, and click *Save*.

11. The screen will refresh, and *Login Details* will be presented at the bottom of the screen. Create a unique Password along with three Hint Questions and Answers. Click *Save*.

12. The *Registration Confirmation* screen provides the new contact with their system generated Keystone ID/username **(b-)**. Print this screen, make a note of the Password and Hint Questions and Answers on the printout, and keep this in a safe place.

13. Click *Return to Home Page* to log in to the system using the Keystone ID and Password.

14. If an error code appears stating that approval is needed, have a different contact log in to the provider business folder. Once logged in, click *My Profile,* and click *Contacts*. Click the radio button next to the new contact and click *Edit*. Change the <u>Approval Status</u> from *Pending* to *Approved* and click *Save*.

Note: The Keystone ID and Password are critical in accessing the provider business folder. Together, they form the contact's Keystone Key. Keep this information in a safe and secure place. If this information is not known when attempting to log in to CWDS in the future, click the <u>*forgot Keystone ID or Password?*</u> link. Local and state staff <u>do not</u> have the ability to look up forgotten passwords.

Changing a Point of Contact in an Existing Provider Business Folder

It is very important to keep your institution's list of contacts up to date. If a provider contact is no longer employed at the institution, or does not require access, the provider business folder should be updated to reflect the change. Contacts cannot be removed if their name is associated with a training service application. However, such contact's <u>Approval Status</u> should be changed to *Rejected*, and <u>Active Status</u> to *Inactive*.

1. Log in to the provider business folder at www.cwds.pa.gov.

2. Hover over the *My Profile* top menu and click *Contacts*.

3. Click the radio button for the contact that needs changed, then click *Edit*.

4. The *Contact Details* screen will display. Change the Approval Status to *Rejected* and the Active Status to *Inactive.* If **Primary**, **Secondary** or **Other** appears in the Contact Type field, that will also need to be removed. You will choose **Select** from the dropdown menu to clear this information from their record.

5. Click *Save*.

Note: Once a contact has been assigned as Primary, no other contact can be labeled as such. If a Primary contact is no longer in the position of primary, the contact information should be edited to change the Primary to Other. This will make the Primary assignment available to a different contact. The same process is followed when changing the Secondary status for contacts as well.

Section II. Provider Business Folders

Provider Business Folder Navigation

The provider business folder is where a training provider maintains training courses/programs that are available on the statewide ETPL. Logging into the system at www.cwds.pa.gov and entering a Keystone ID and Password on the CWDS Public Home Page takes the user directly to the *Provider Home Page* of the *Provider Business Folder*. There are many functions the user can perform within the *Provider Business Folder*. The navigation menus, found on the top, left, and center of the screen, can be used to perform program actions and/or update the *Provider Business Folder*.

In CWDS, the folder functions are in three places: the *Quick Links* section on the left-side of the screen, the drop-down menus at the top of the screen, and the functions located in the middle of the screen.

1. **QUICK LINKS**
   Under this section of the page, the user can access the following screens:

   a. **Services.** Click on this link to get to a screen where a search for service applications submitted to the provider business folder can be performed.

   b. **Invoices.** Click on this link to get to a screen where a search for invoices can be performed.

   c. **Create Service Application.** Click here to get to the first page of the service application process. This will allow you to submit a new service application.

   d. **Business Folder Details.** Click on this link to get to a screen where the basic details concerning the provider's business folder can be edited/updated. These are details concerning the provider's name, address, bank account information, and the type of provider.

   e. **View My Company's Profile.** Click on this link to get to a screen where the consumer report information for the provider location can be edited/updated. This is the

information that a participant sees when they view the provider details on the provider public search screen.

f.   **Search Participant Service.** Click on this link to get to a screen where you can search for Trade Adjustment Assistance (TAA) participants.

g.   **Search for Events.** Click on this link to get to a screen where you can search for events that are occurring in the Pennsylvania CareerLink® offices across the state. These are occasions such as job fairs, workshops, or other helpful events for participants.

h.   **Search Master Agreement.** Click on this link to enter search criteria to locate a Trade Master Agreement.

i.   **Search Addendum.** Click on this link to enter search criteria to locate addendums for TAA program students.

j.   **Search Contract.** Click on this link to enter search criteria to locate contract information.

k.   **Request for Funds (RFF).** Click on this link to enter search criteria to locate details for an RFF.

l.   **Financial Status Report (FSR).** Click on this link to enter search criteria to find information for an FSR.

m.   **Individual Services.** Click on this link to obtain a list of resources available to individual Pennsylvania CareerLink® customers.

n.   **Employer Services.** Click on this link to obtain a list of resources available to employers.

o.   **Provider Services.** Click on this link to obtain a list of resources available to providers.

p.   **View Employer Business Folder List.** Click on this link to view Employer Company Profile List. (If you answered "No" to the employer question in the application, your Quick Link will read "**Enroll as an Employer**".)

2.   **DROP-DOWN MENUS**
     The user can also access and update information in the provider business folder, add other points of contact, add new training course/program service applications, and work with TAA applications using the drop-down menus at the top of the *Provider Business Folder.*
     a.   **Home.** Click on this button to go back to the *Provider Home Page*.

     b.   **Services.** Hover over this menu option to obtain links to the Create Service Applications, Services List, Agreements, Forms, Participants, and Pre-Employment Transition Services screens. The *Participant Service List* page is accessed through the Participants menu selection and can used to search for TAA participants and their training applications.

     c.   **Invoices.** Click on this link to arrive at a screen where invoices can be searched for and created.

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d.   **Purchase Orders.** Click on this link to arrive at a screen where purchase orders can be searched for and viewed.

e.   **My Profile.** Hover over this menu option to obtain links to Personal Details, Contacts, Business Folder Details, Business Folder List, and Detailed Profile screens.

f.   **Events.** Hover over this menu option to obtain links to Search Events, Events Calendar, Events List, and My Events screens. These screens can be used to search for events in Pennsylvania CareerLink® offices across the state.

g.   **Resources.** Hover over this menu option to obtain links to Correspondence, Web Resources, Individual Services, Employer Services, and Provider Services screens.

h.   **My Account.** Hover over this menu option to obtain links to Reset Password and Change Hint Q&A screens.

3.   **FUNCTIONS LOCATED IN THE MIDDLE OF THE PAGE**

a.   **Important Messages.** Location on the Provider Home Page where important messages about CWDS will be posted and can be accessed when logging into the provider business folder.

b.   **Enter Annual ETPL Performance Data link.** Takes user to ETPL Performance Data Search screen in PA CareerLink®. Annual Performance Data is entered from this screen, after selecting the course/program requiring data entry.

c.   **Change Business Folder.** Folder functionality that allows a user to switch between business folders which are attached to the same FEIN. This allows the user to access other business folders without logging out and back into CWDS.

d.   **Alerts.** Indicates that action has taken place within the business folder that requires the user's attention.

e.   **My Correspondence.** Section within the provider business folder where approval letters, pending letters, rejection letters, or other forms of correspondence are saved. Clicking on the link of the individual correspondence allows it to display for viewing or printing.

In PA CareerLink®, the following dropdown functions are available at the top of the dashboard screen: SERVICES & TRAINING, FINANCE, EVENTS, PROFILE, ABOUT US, and HELP dropdowns.

Other functionalities, such as ALERTS, MY SERVICE APPLICATIONS, etc. are available by clicking the respective tiles.

Status Menu

Users can determine the status of a course by entering their provider business folder.

1.   Log in to the provider business folder at www.cwds.pa.gov.
2.   Click on the View Provider's PA CareerLink® Dashboard link.
3.   Click on MY SERVICE APPLICATIONS tile on the dashboard.
4.   Filter your results by PROGRAM TYPE (ETPL); APPLICATION STATUS; and PROGRAM YEAR.

Incomplete. Indicates that a course/program application was started but not completed. Click the radio button to the left of the *Provider Service Title* and click *Edit.* Click *Edit* on the necessary sections of the service application that need completed.

Awaiting PA Wage Data. Indicates that the program has been submitted to the system and that the user submitted students' SSNs for employment data. The system may take a few days to return the employment results which have been matched against the Pennsylvania Wage Record System. The application will automatically update to *New Request* status once the data has been returned.

New Request. Indicates that the training provider has completed a course/program application, and it is waiting for local approval.

Awaiting SWIS Data. Indicates that the course/program student data is being matched against the State Wage Interchange System (SWIS). SWIS is a data sharing agreement with other states to access wage record information for employment related measures. The system may take up to three (3) weeks to return the results. The application will automatically update to *New Request* status once the data has been returned.

LWDB Returned to Provider. Indicates that the local point of contact has reviewed the course/program application and that further information is required, or corrections must be made to the application before a decision can be made.

LWDB Approved. Indicates that the local contact has reviewed the course/program and approved the application.

LWDB Rejected. Indicates that the local contact has reviewed the course/program application and rejected the application.

LWDB Rejected for Performance Only. Indicates that the local contact has reviewed the course/program application and rejected it since the required performance measures were not met.

State Returned to Provider. Indicates that the state has reviewed the course/program application and that further information is required, or corrections must be made to the application before a decision can be made.

State Approved. Indicates that the state has reviewed the course/program and approved the application. The course/program is now included on the statewide ETPL.

State Rejected. Indicates that the state has reviewed the course/program application and rejected the application.

State Rejected for Performance Only. Indicates that the state has reviewed the course/program application and rejected it since the required performance measures were not met.

Revised. Indicates that the training provider has completed an edit/update prior to the course/program receiving state action.

Withdrawn. Indicates that the course/program has been withdrawn from the system.

LWDB Appealed. Indicates that the training provider has submitted an appeal of a local course/program rejection.

LWDB Appealed Final. Indicates that the training provider has submitted a second appeal of a local course/program rejection.

State Appealed. Indicates that the training provider has submitted an appeal of a state course/program rejection.

State Rejected Final. Indicates that the state has reviewed the course/program application and rejected the application for the second time**.**

State Appealed Final. Indicates that the training provider has submitted a second appeal of a state course/program rejection.

Deleted. Indicates that the program application has been deleted from the system.

State Approved Pending WIB Approval. Previously indicated that the provider had made a change to a State Approved program and the change was waiting for local reapproval. (*This status is no longer active as the edited application goes directly to the State for reapproval.*)

State Approved Pending State Approval. Indicates that a provider has made changes to an already State Approved application and is now waiting for state reapproval.

Hearing Rejected. Indicates that the application has been rejected through a hearing and is not eligible for any further appeals.

Section III. Course Information

All courses/programs must be resubmitted each program year. The system will allow a provider to copy sections of a current year application into next year's application. Users cannot edit a current year course as a way of applying for the next year. Instructions for copying a course/program year can be found in Part B of this section.

Adding/Finishing a New Training Course/Program
The procedure for adding a new training course/program should be used when submitting an application for a course/program that has not been previously submitted for inclusion on the statewide ETPL. The following procedure is for submitting the very first training application in a provider business folder, or if the program is new to the provider business folder.

1. Log in to the provider business folder at www.cwds.pa.gov.

2. Click on the View Provider's PA CareerLink® Dashboard link.

3. Click on MY SERVICE APPLICATIONS tile on the dashboard.

4. Click the radio button next to *ETPL* for *Program Provider Type* and click *Save And Continue*.

5. For the first application of the year, review the Service Application Disclaimer and click ACKNOWLEDGE.

6. Review the *Post-Training Reporting Requirement Disclaimer* and click ACKNOWLEDGE.

7. Enter information on the *Service Basic Details* screen.
    (a) *Training* is entered for *Service Category*.
    (b) *Training* is entered for *Service Type*.

(c) Click on the drop down and choose the appropriate *ETPL Year*.

(d) Enter the *Provider Service Code* that reflects the code used in the institution's catalog (optional).

(e) Enter the *Provider Service Title* that reflects the title used in the institution's catalog.

(f) Click the appropriate radio button for *Course* or *Program*.

(g) Enter detailed information for the *Provider Service Description*. This information will be used by participants when making an informed training choice.

(h) Select an LWDA from the drop-down menu.
    Note: A course/program can <u>only</u> be submitted to one (1) local area of your choice. Counties included in the areas can be found on page nine (9) of this document. If a local area rejects your application, you may apply to another local area.

(i) Previous Year Service Application. Click *search and select*. If there was a service application in the previous year, enter the Service Application ID and click search. The data will automatically populate. Click *Save*. If there was no previous service application, scroll down to the following: **I acknowledge that this ETPL application is not associated with any previous year service application.** and click *Yes.* Click *Save.*

(j) Click *Search CIP Codes* to enter a CIP Code. Enter the search criteria and click *Search*. If a message returns stating *There are no previously entered records.,* there are no occupations for the searched criteria. Remove entered criteria and click *Search* to return all available occupations. Click on the *CIP Code* link that that best aligns with the training offered. The system will automatically populate the *CIP Code* and *Occupations* fields. <u>It is important to remove any occupations that do not align with the training</u>.
    Note: The occupations are linked to the specific LWDA selected.

(k) Delivery Method: Click the boxes for all the formats in which the course/program will be available.
    1. In Person. 70-100% of the course/program is normally delivered in a face-to-face setting.
    2. Online/eLearning/Distance Learning. At least 80% of the course is delivered online.
    3. Hybrid or Blended. Between 30-80% of the course is delivered online.

(l) Class Schedule: Full Time/Part Time
    Select all categories that apply. Depending on your selection(s), you will be asked to enter the tuition rate, length of the program (in complete weeks), and Contact Hours. N.B. "Contact hours" refers to the <u>average weekly</u> number of contact hours. If this is variable, enter your best estimate. **Be sure to check whether the class/program is offered Daytime, Evening, Weekend, Online, and/or Other.

(m) Click *Yes* or *No* to answer the question, *Is this program an apprenticeship?*.

(n) Click *Yes* or *No* to answer the question*, Is this a Post-Secondary Educational program eligible to receive federal funds under Title IV of the Higher Education Act of 1965?*. This refers to the eligibility of the course/program to receive Pell Grant funds.

(o) Additional Estimated Cost. Please indicate all additional costs, and add description as necessary.

(p) Scroll to the bottom of the page and click *Save and Continue*.

8. Click the radio button next to one of the *Certification Categories* and click *Save And Continue*. (This is required for the first application in each new ETPL year.) Certification categories are defined at the beginning of this desk guide on pages five (5) and six (6). **To find out if your institution must be licensed, contact the Pennsylvania Department of Education (PDE) at 717-783-8228.**

9. Enter *Training Location and Contact Details* then click *Save And Continue*.

Note: This page is used to indicate where the <u>training will be located</u> and which name(s) within the provider business folder will be the contact(s) for the course/program being submitted.

10. Enter *Training Details* and click *Save And Continue*.

Program Prerequisites

Pull down menu choices include *No Educational Requirements, High School Diploma or Its Equivalent, Associate's Degree, Bachelor's Degree, Particular Course Prerequisites* and *Combination of Education and Course Prerequisites*.

ETPL Expected Planned Outcomes

Training and education providers will need to select **ALL** expected planned work and/or education related outcomes which can be achieved during the program of study. A program may be aligned with up to nine (9) outcomes that can be attained throughout the completion of the program. **'Employment Skill Gain' is selected by default for all applications. In addition, select all other outcomes that can be verified as a gain received by completing the course or program.** If a postsecondary credential is achieved, the Credential Skill Gain should be included. These outcomes are related to the public workforce system and will be reported to the Federal Government.

A program of study is defined as one or more courses or classes, or a structured regimen that provides services and leads to an expected planned outcome. A postsecondary credential is awarded in recognition of an individual's attainment of measurable technical or occupational skills necessary to obtain employment or advance with an occupation generally based on standards developed or endorsed by employers. It refers to an attestation of qualification or competence issued to an individual by a third party with the relevant authority or assumed competence to issue such a credential.

Expected Planned Outcome	Definition	Achievement
GED with Occupational Skill	Attainment of satisfactory scores on the General Educational Development tests and an employment skill gain.	High school credential and measurable skill gain towards employment
*Employment Skill Gain** **(This outcome is automatically selected by default.)**	A gain in skill that would "lead" to sufficient knowledge and skills to perform in an occupation accepted by local employing companies.	Measurable skill gain towards employment
Employment	Attainment of sufficient knowledge and skills to perform in an occupation accepted by local employing companies.	Employment
Credential Skill Gain	A gain in skills that would "lead" to a postsecondary credential including an interim credential issued by the U.S. Department of Labor for an apprentice's attainment for an industry recognized component.	Measurable skill gain towards postsecondary credential
Industry Recognized Certificate/Certification	An award that requires completion of an organized program of study at the postsecondary level validating the knowledge, skills, abilities, and attributes required by workers in a certain industry recognized by employers and utilized in hiring decisions.	Postsecondary credential
Postsecondary Diploma	A formal document certifying the successful completion of a prescribed program of studies.	Postsecondary credential
Occupational Certificate/Certification	An award that requires completion of an organized program of study at the	Postsecondary credential

Expected Planned Outcome	Definition	Achievement
	postsecondary level validating the necessary knowledge and skills to work in a certain occupation.	
Community College Certificate	A formal award certifying the completion of a postsecondary education program that includes academic credits.	Postsecondary credential
Apprenticeship Certificate	Certificate of completion of a registered apprenticeship program issued by the U.S. Department of Labor or a State Apprenticeship Agency.	Postsecondary credential
Occupational License	License required by government entities before an individual can be employed in a practice trade, profession, or other occupation.	Postsecondary credential
Associate's Degree	An award conferred by a college, university, or other postsecondary education institution as official recognition for the successful completion of a program of studies that normally requires at least 2 but less than 4 years of full-time equivalent college work.	Postsecondary credential
Bachelor's Degree	An award conferred by a college, university, or other postsecondary education institution as official recognition for the successful completion of a program of studies that normally requires at least 4 but not more than 5 years of full-time equivalent college level work.	Postsecondary credential
Master's Degree	An award conferred by a college, university, or other postsecondary education institution as official recognition for the successful completion of a program of studies of at least the full-time equivalent of 1 but not more than 2 academic years of work beyond the bachelor's degree.	Postsecondary credential
Doctor's Degree	The highest award a student can earn conferred by a college, university, or other postsecondary education institution as official recognition for the successful completion of a program of studies earned for graduate study.	Postsecondary credential

Full Name of Certificate/Degree
This field must contain identifiable information as to the name of the credential. For example, rather than listing "Certificate of Completion," you would need to enter "Certificate of Completion – Phlebotomy."

Skills and Competencies Taught
Details of what the course/program of study covers must be listed in this section. The more information that is provided, the more informed the student will be when determining their path for training.

Service Availability

Click both *Full Time* and *Part Time* for *Service Availability* if students may enroll either way. If a course/program is available in an *Online* format, please also select *Online* in this section.

11. Enter all *Cost Details* and click *Save And Continue*.
    a. **Resident Full Time and Part Time Rates.** Rates should be entered for residents inside of a specific geographic area.
    b. **Non-Resident Full Time and Part Time Rates.** Rates should be entered for residents outside of a specific geographic area even if they're the same as resident rates.
    c. **Books.** This cost should reflect an estimate of how much a student will spend on books to complete the course/program.
    d. **Lab Fees.** This cost should reflect an estimate of how much a student will spend on lab fees to complete the course/program.
    e. **Other.** This cost should reflect an estimate of how much a student will spend on other course/program related costs to complete the course/program. Enter a description of other costs in the *Description for any Other Costs Entered* field. Click *Save And Continue.*

Note: Tuition cannot be more than the amount charged to the public. Amounts must be entered in whole dollars. Do not include dollar signs, commas, or decimal points. Include rates for both residents and non-residents as well as full time and part time. Update costs as needed. Providers will be held to costs reflected on the statewide ETPL.

12. Enter the performance data on the *Upload Service Performance* screen. Review the good faith statement that reads, *By Submission of this information, I hereby certify that the Training and Performance Information provided above is accurate. I further certify that supporting documentation is available upon request*. Click the check box next to the statement and click *Save and Continue*. The system refreshes and returns the *Service Performance Summary*. Review the information for accuracy and click *Save and Continue*.

Note: Refer to Section IV for detailed information on course/program performance requirements and data entry procedures.

13. Review the information on the *Service Application Review* screen. Edit as necessary. If the information is accurate, click *Submit Application*. The system will return a confirmation message that reads*, Your request for new services has been submitted successfully for approval*.

Note: The status of applications with submitted SSNs will be in *Awaiting PA Wage Data* status, and those with submitted aggregate data will display as *New Request*.

Applications that have not been submitted are in an *Incomplete* status. This indicates that the user clicked *Save and Finish Later*. Follow the procedure below to complete the application process.

1. Log into the provider business folder at www.cwds.pa.gov.

2. Click the View Provider's PA CareerLink Dashboard link.

3. Search for the program that needs to be edited/finished by using these steps:
    a. Click on MY SERVICE APPLICATIONS tile.
    b. Use filters on left side of screen to locate application(s), or enter the service application ID number in the search bar and click search.

    c.   A list of all programs that meet the entered search criteria will display. If you entered the ID number, that application will display.

4.The *Service Application Review* screen returns. Find the section(s) of the application that needs completed and click on the *Edit* icon. Enter the information for that section and click *Save and Continue*. The system will display each screen, so you can edit, or simply press Save and Continue until you reach the Performance Measures screen. At that point, you will click the Continue button and be navigated back to the Service Application Review screen.

5.To submit the application for LWDB review, you'll click on submit application button. The *Service Application Review* screen returns with a popup displaying a confirmation message that reads: **ETPL Service Application Was Submitted** and *Your request for new services has been submitted successfully for approval*. At that point, you may click Close, or Click Return to Dashboard.

Copying a Course/Program
Courses/programs can be copied from one ETPL year to the next. This function is used when submitting courses/programs for inclusion of subsequent program years.

1.   Log in to the provider business folder at www.cwds.pa.gov.

2.   Click on the [View Provider's PA CareerLink® Dashboard](#) link.

3.   Click on MY SERVICE APPLICATIONS tile.

4.   Use filters on left side of screen to locate application(s), or enter the service application ID number in the search bar and click SEARCH.

5.   When the program to be copied has been located, click on the More Actions menu (3 vertical dots), and click Copy.

6.   After selecting ETPL on the Select Provider Program Type screen, and clicking Save, reviewing and clicking the acknowledgements, you'll be prompted to select the ETPL Program Year. In addition, you will need to complete Previous Year Service Application section, and select new SOC Code/Occupations by clicking on the CIP Code Search button.

7.   You will navigate through the remaining sections of the application, reviewing for accuracy and editing as needed. The Performance Details screen will need to be completed since the application will be aligned to a 'new' Reporting Period.

8.   After the application has been completed and reviewed, you'll click the Submit Application button to submit to the LWDB for review and approval.

If using the CIP Code or Occupation (HPO/SOC) Code search criteria, do not enter a dash or a decimal point and only enter the first six digits of the code. Click on the *CIP Code* link that that best aligns with the training being offered. The system will automatically populate the *CIP Code* and *Occupations* fields. It is important to remove any occupations that do not align to the training**.**

For questions concerning any information that is required in the application, please contact one of the Local points of contact listed on pages seven (7) and eight (8) of this document.

Moving a Course/Program from Provider Business Folder to Provider Business Folder

Courses/programs may be moved from one provider business folder to another provider business folder. The course/program will be removed from the originating folder and placed in the destination folder. Please contact the appropriate ETPL resource account for assistance. (Eastern PA: RA-LIBWPO-ETPLEAST@pa.gov, and for Western PA: RA-LIBWPO-ETPLWEST@pa.gov)

Online Appeal Procedures

If a course/program is rejected, the institution will receive a system-generated email, or a letter will be sent via US Mail if no email address is available, indicating that a course/program rejection has occurred. The notice will indicate the level from which the rejection came, either the LWDB or the State, as well the reason for the rejection.

All initial appeals must be electronically filed through the www.pacareerlink.pa.gov website within thirty (30) calendar days from the rejection.

1.   Log in to the provider business folder at www.cwds.pa.gov.

2.   Click View Provider's PA CareerLink® Dashboard link.

3.   Use filters on left side of screen to locate application(s), or enter the service application ID number in the search bar and click SEARCH.

4.   When the program to be appealed has been located, click on the More Actions menu (3 vertical dots), and click Appeal.

5.   The Service Details screen will display. Enter your reasons for appealing the decision in the Comments box and click Submit.

6.   You'll be returned to your dashboard which will display the following message: *Service Appeal successfully submitted.*

By completing these steps, the appeal process begins.

If the course/program is rejected by the LWDB, the following steps will occur:

a.   The LWDB will have thirty (30) calendar days to review the provider's appeal;
b.   If the LWDB upholds the rejection, the provider will receive an email notification of the decision. The provider then has thirty (30) calendar days from the date of the second rejection to file an appeal with the state;
c.   Within thirty (30) calendar days, state staff will review the provider's appeal and local decision to reject. State staff may uphold the local decision to reject the course/program or may choose to approve it. If state staff upholds the LWDB rejection, the provider will receive an email notification of the decision. The provider then has thirty (30) calendar days to electronically file a request for review. The request for review shall set forth specifically and in detail the grounds and the reasons upon which it is claimed that the rejection, denial, suspension, or termination was erroneous. The state will not consider any factual or legal grounds for relief that are not set forth in the appeal.

d.   The state will determine whether a fact-finding hearing is necessary. A decision will be rendered no later than sixty (60) calendar days from either the date an in-person hearing is held, or the date the appeal request is received by the state.

Editing/Updating Course/Program Information

A course/program that has been approved at the state level may be updated and a course/program that is in the review process at either the local or state level may be updated.

1. Log in to the provider business folder at www.cwds.pa.gov.
2. Click on the View Provider's PA CareerLink® Dashboard link.
3. Click on MY SERVICE APPLICATIONS tile on the dashboard.
4. Filter your results by PROGRAM TYPE (ETPL); APPLICATION STATUS; and PROGRAM YEAR. You may also enter your service application ID number in the search bar and click search.
5. When you've located the application you need to edit, click on the More Actions menu (3 vertical dots), and click Review Application.
6. The *Service Application Review* screen displays. Click the *Edit* icon for the section of the application which requires editing. Continue to edit all sections (if needed) and click Save. The *Service Application Review* page will display. The application displays the edits and the updated *Service Status*. If the program was *State Approved*, the status will change to *State Approved Pending State Approval*. Otherwise, the status will change to *Revised*.

Withdrawing a Course/Program

If the institution no longer offers a course/program, it should be removed from the statewide ETPL.

1. Log in to the provider business folder at www.cwds.pa.gov.
2. Click on the View Provider's PA CareerLink® Dashboard link.
3. Click on MY SERVICE APPLICATIONS tile on the dashboard.
4. Filter your results by PROGRAM TYPE (ETPL); APPLICATION STATUS; and PROGRAM YEAR. You may also enter your service application ID number in the search bar and click search.
5. When you've located the application you need to withdraw, click on the More Actions menu (3 vertical dots), and click Withdraw.
6. The Reason For Status Change screen will display, requiring you to enter a reason under the Comments section. After the information has been entered, click Submit.
7. The following message will display on your dashboard: *Service application has been successfully withdrawn.*

Section IV. Training and Performance Information

Performance Measures and Levels

To ensure that workforce development investments yield the best possible results, Pennsylvania has developed a Performance Management Plan for evaluating the performance of workforce programs. The plan is not designed to simply measure program performance; rather, it is about improving the outcomes of these investments. This plan sets forth the framework to monitor trends in key economic, workforce and education indicators, and gathers quantitative data using common measures. Based on this plan, individual courses/programs will be evaluated using a total of ten (10) measures.

Five (5) performance criteria have been established for **two (2) distinct populations:** 1) **WIOA** and 2) **ALL** (WIOA and Non-WIOA). Non-WIOA would include private pay students, Trade Act, Employment Advancement and Retention Network, etc. All training courses/programs must meet at least seven (7) of the ten (10) following measures. **However, if a course/program serves no WIOA clients, the course/program must meet at least four (4) of the five (5) measures for the ALL population.**

1.   **Program Completion – 64%**
        This measure is calculated by dividing the number of program completers by the number of participants scheduled to complete during the reporting period.

2.   **Entered Unsubsidized Employment, 2nd quarter – 41%**
        This measure is calculated by dividing the number of program completers who are in unsubsidized employment in the 2nd quarter after exit based on wages by the number of individuals who completed the program during the reporting period.

3.   **Entered Unsubsidized Employment, 4th quarter – 42%**
        This measure is calculated by dividing the number of program completers who are in unsubsidized employment in the 4th quarter after exit based on wages by the number of individuals who completed the program during the reporting period.

4.   **Median Quarterly Wage – $5,211**
        This measure is calculated by using Pennsylvania Wage Record information and **SWIS** data (if necessary).

5.   **Program Graduate/Credential – 52%**
        This measure is calculated by dividing the number of individuals who completed and attained a post-secondary credential by the number of program completers.

Small Universe Threshold Exception.
While data must be reported, to not arbitrarily exclude programs from the list that serve a small universe of students, performance levels will be considered met if a program serves less than ten (10) students in either population for **WIOA** and/or **All**. If the population for each is less than ten (10), all performance measures will be waived.

For example, if the **WIOA** population of a program is seven (7) and the **All** population is
thirty-six (36); the program will need to meet four (4) out of the five (5) **All** population measures
and will be exempted from the WIOA measures.

If the **WIOA** population of a program is six (6) and the **All** population is nine (9); the program will not need to meet any of the measures and will be exempted from both the **WIOA** and **All** population measures.

Zero Scheduled Course/Program Exits.
If a course/program did not have any students scheduled to exit the training during the reporting period, it will not be held to performance. Training providers will indicate this by selecting the statement, *The training Course/Program had no reportable exits during the reporting period.* on the *Upload Service Performance* section of the application.

New Programs.
Courses/programs of study that have recently been developed and never offered to the public will be recognized as new programs since there will be no history of performance to report. A new program is defined as one that

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has been offered for less than twelve (12) months. However, a two (2) or more year program will also be considered new until it has its first graduating class. In addition, if the content of a course/program is revised more than twenty-five (25) percent, it may be considered new.

Training providers are cautioned and should refrain from circumventing requirements by renaming existing programs and submitting them as new. Training providers must be able to provide documentation to attest to the authenticity of the new training course/program of study. Training providers will indicate this by selecting the statement, *The training Course/Program had no reportable exits during the reporting period.*

Calculation of Performance

Pennsylvania assists with the performance requirements to calculate performance measures. Obtaining employment and wage information from individuals can be a burden for training providers. Training providers may simply submit raw data on individuals participating in each course/program, for a specified reporting period, in PA CareerLink® by uploading the required data elements.

Submission of students' SSNs is required for two (2) of the three (3) methods offered. To protect the integrity and confidentiality of the information being entered, only the last four (4) digits of the SSN will display on the Participants Service Performance List which is only visible to training provider staff entering the data. The system will suppress the first five (5) digits after the information has been entered into PA CareerLink®. Only training provider staff and authorized state-level officials can access the performance data until the application has been approved. After the application has been approved, the participant data will no longer be accessible.

Due to a lag time in reporting and posting employer-reported wage record information into Pennsylvania's wage record data base, and to have more up-to-date wage data available, the PA CareerLink® operating system will advance the reporting period one (1) quarter at the end of each quarter. For example, training providers submitting applications during the period October - December 2022 will utilize the reporting period April 1, 2020 through March 31, 2021, which is three (3) quarters later than previous applications utilized, and so forth. This will ensure that sufficient wage record information will be available for PA CareerLink® to calculate the employment-related measures against the Pennsylvania wage record database.

The course/program participants included in the report must have been scheduled to exit the training program between the dates listed below.

ETPL Applications Submitted	Reporting Period for Scheduled Exit Dates of Students
04/01/2023 - 06/30/2023	10/01/2020 - 09/30/2021
07/01/2023 - 09/30/2023	01/01/2021 - 12/31/2021
10/01/2023 - 12/31/2023	04/01/2021 - 03/31/2022
01/01/2024 - 03/31/2024	07/01/2021 - 06/30/2022
04/01/2024 - 06/30/2024	10/01/2021 - 09/30/2022

Users must provide the required student data. This can be accomplished through one (1) of the following three (3) methods.

Method One.

Users can upload a *Comma Separated Value (CSV)* file. This method requires close attention to detail. See attached instructions and format.

"CSV
Instructions.doc"

PerformanceDataUp
oadInstructions.csv

1. Click *Browse* to upload your training and performance data *CSV File*. Click *Save.*

2. Review the Participants *Service Performance List* for accuracy.

3. Click the check box validating the following statement, *By Submission of this information, I hereby certify that the Training and Performance Information provided above is accurate. I further certify that supporting documentation is available upon request.* Click *Save and Continue*.

4. Review the *Service Performance Summary* and click *Save And Continue*.

5. Review the *Service Application Review* and click *Submit Application*.

6. The *Service Application Review* screen returns displaying a confirmation message that reads, *Your request for new services has been submitted successfully for approval*.

Method Two.

Users can use a *Manual Data Entry* format using the following steps:

1. Click *Manual Data Entry*.

2. Enter the student information and click *Add to List.*

3. After all the information has been added for each student, click the check box validating the following statement, *By Submission of this information, I hereby certify that the Training and Performance Information provided above is accurate. I further certify that supporting documentation is available upon request.*

4. Click *Save and Continue*.

5. Review the *Service Performance Summary* and click *Save And Continue*.

6. Review the *Service Application Review* and click *Submit Application*.

7. The Service Application Review screen returns displaying a confirmation message that reads, *Your request for new services has been submitted successfully for approval.*

The *Training And Performance Manual Entry* section of the *Service Performance Details* screen is displayed below.

Note: The SSN field is a required data element for the two (2) methods outlined above. The system will not be able to calculate the employment-related measures without the SSN. Students should be excluded from reporting under the following conditions: Death, incarceration, institutionalized, called to active duty, health, and/or medical conditions.

To assure training providers that this information is safeguarded, SSNs that are entered into CWDS are encrypted and stored in a password protected file location that is only accessible by authorized security personnel. The performance data only displays an aggregate report format and is not identifiable to any individual. Additionally, the system suppresses the first five (5) digits of an SSN. If a training provider is reluctant to submit student SSNs to CWDS, they may enter into a Computer Match Agreement with the Department. This is an agreement whereby the training provider hires the Department to perform performance research for their individual programs. A training provider enters into an agreement by completing the attached agreement and returning two (2) copies to the Department using the address listed on the form. Training providers may also distribute the attached letter to their student population which explains the necessity of the release of SSNs.

"Performance
Measures Computer

SSN Letter to
Students.pdf

Student Data Processing.

Course/program applications will be processed daily, comparing SSNs against wage records. If the course/program does not meet the performance criteria for the employment related measures, a secondary comparison will be conducted using the State Wage Interchange System, commonly referred to as **SWIS**. **SWIS** enables in-state and out-of-state providers to attempt to meet the employment related measures for courses/programs by searching other states' wage record databases to look for matches. After the student information has been processed, the system will automatically populate the training and performance section of the application with the results.

Note: Based on the SWIS Data Sharing Agreement with other states, the wage information will be suppressed if the course/program <u>serves less than three (3) individuals</u>.

The raw data supplied by training providers will be stored in a secure table within the operating system database. When the program year has ended, the information will be backed up and removed from the active database. However, for federal record retention purposes, the information is retained for three (3) program years. After the three (3) year period, the information will be deleted from the system.

The system will automatically calculate percentages for the performance questions based on the raw numbers entered in each field, and the aggregate student numbers and the percentages will display on the verification screen and the course/program details screen.

The system contains edit checks on the student numbers to ensure that percentages for each measure are equal to or less than one hundred (100) percent. Below is a spreadsheet for reference purposes that outlines the calculations for each measure.

Performance
Calculation Definitic

Method Three.

Users can manually enter aggregate student data. Users who use this method will be required to have the data independently validated by a third party, such as a public accounting firm, and provide a copy of the report to the local board or provide a copy of the annual report for courses/programs performance that is sent to training providers' accrediting agencies. <u>Course/program applications cannot be approved until the report is received by the local board</u>**.** This report must be forwarded to the local board within thirty (30) calendar days of the date the application is submitted to CWDS.

1. Click *Enter Accredited Aggregate Participant Data* and enter the required *Performance Measures* data.

2. Click the check box validating the following statement, *By Submission of this information, I hereby certify that the Training and Performance Information provided above is accurate. I further certify that supporting documentation is available upon request.* Click *Continue.*

3. Review the *Service Performance Aggregate Data Confirmation* screen and click *Save Performance Data*.

4. Review the *Service Application Review* screen and click *Submit Application*.

5. The Service Application Review screen returns displaying a confirmation message that reads, *Your request for new services has been submitted successfully for approval.*

The *Performance Measures* section of the *Service Performance Aggregate Data Entry* screen is displayed below.

Service Performance Aggregate Data Entry

ACCREDITING ENTITY (required)

CONTACT NAME (required)

CONTACT PHONE NUMBER (required)

Performance Measures

Measures	Participants			Percentage
WIOA				
Number Served	-	0	+	N/A
Number Scheduled to Complete	-	0	+	N/A
Completions Min=64%	-	0	+	0%
Completers Employed in the 2nd Quarter after Exit Min=41%	-	0	+	0%
Completers Employed in the 4th Quarter after Exit Min=42%	-	0	+	0%
Median Quarterly Wage in the 2nd Quarter after Exit Min.=$5211.00	0			N/A
Completers who attained a Post-Secondary Credential Min.=52%	-	0	+	0%

Measures	Students			Percentage
ALL				
Number Served	−	0	+	N/A
Number Scheduled to Complete	−	0	+	N/A
Completions Min=64%	−	0	+	0%
Completers Employed in the 2nd Quarter after Exit Min=41%	−	0	+	0%
Completers Employed in the 4th Quarter after Exit Min=42%	−	0	+	0%
Median Quarterly Wage in the 2nd Quarter after Exit Min.=$5211.00		0		N/A
Completers who attained a Post-Secondary Credential Min.=52%	−	0	+	0%

<u>A 'Hard Copy' of the aggregate data must be provided to the LWDB for 'Course/Program' approval</u>.

Note: The information below applies to all three (3) methods of supplying student performance data described above:

Occasionally, circumstances arise that are beyond the control of both the participant and the provider and are expected to last for an undetermined period beyond <u>ninety (90) calendar days</u>.
A student in any one of the following categories should be excluded from performance if they did not complete the course/program:

- **Institutionalized.** The participant is residing in an institution or facility providing 24-hour support, such as a prison or hospital, and is expected to remain in that institution for at least ninety (90) calendar days. This reason does <u>not</u> apply to individuals with disabilities (as defined in 29 CFR 37.4) residing in institutions, nursing homes, or other residential environments; individuals participating in the Responsible Reintegration of Youthful Offenders program; and individuals participating in the Prisoner Reentry initiative.

- **Health/Medical or Family Care.** The participant is receiving medical treatment or providing care for a family member with a health/medical condition that precludes entry into unsubsidized employment or continued participation in the program. This does not include temporary conditions or situations expected to last for less than ninety (90) calendar days.

- **Deceased.** The participant is no longer living.

- **Reserve Forces Called to Active Duty.** The participant is a member of the National Guard or a Military Reserve unit and is called to active duty for at least ninety (90) calendar days.

Section V. General Information

Viewing the Statewide Eligible Training Provider List (ETPL)

The statewide ETPL is a comprehensive list of training providers' courses/programs approved in the current ETPL year. The list is updated on a continual basis. To view training providers' available training programs on the statewide ETPL list, visit www.pacareerlink.pa.gov, click on **Training Providers**, scroll down, and click on **Search PA's ETPL for Providers and Available Trainings**, which will take you to the **Find Training** screen.

You can search in the Keywords search bar for Course Title, Provider, or Keywords. In the Location bar, you may search by County, City, or Zip Code. You may also go to the Narrow Your Search section to search by County, City, Program Type, Course Title, Provider, Delivery Method, Pell Grant Eligible, and Service Cost. Available program information includes the Program Description, Skills & Competencies, Length and Costs.