

WORKFORCE INVESTMENT ACT (WIA)

**TRAINING PROVIDER
DESK AID FOR WIA TRAINING
PROGRAM/PROVIDER CERTIFICATION**

April 2009

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INTRODUCTION

This Desk Aid provides training providers with instructions for using the Commonwealth Workforce Development System (CWDS) website to:

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 to the training provider business folder for certification;
4. Copy training courses/programs of study for resubmittal for the next program year;
5. Move courses from business folder to business folder;
6. Appeal WIB/State rejected training courses/programs of study;
7. Update training provider/training course information in the training provider business folder;
8. Withdraw courses; and
9. Access and search the Statewide List of Eligible Training Programs/Providers.

Please keep in mind that the ***Training Provider Desk Aid for the WIA Training Program Certification Process*** reflects the latest changes to the WIA Training Services Module. System changes will be ongoing based on recommendations, collective experience in using the system, and changes in Federal and State policies. Updates to the Desk Aid will be made as enhancements and system improvements are made to the WIA Training Services Module.

Questions regarding the Internet-based training program/provider system and this Desk Aid may be directed to the following Certification Coordination Services (CCS) e-mail address: ra-li-bwdp-ccs@state.pa.us.

In addition to this Desk Aid, the following reference materials may be viewed at www.paworkforce.state.pa.us:

Workforce Investment Act of 1998, Public Law 105-220, dated August 7, 1998;

Federal Regulations dated August 11, 2000;

Workforce Investment Information Notice (WIIN) No. 1-07, ***WIA Certification Process for Eligible Training Programs/Providers and Individual Training Accounts***

Workforce Investment Information Notice (WIIN) No. 1-05, Change 2, ***WIA Title I Training through Individual Training Accounts (ITAs) in High Priority Occupations***

SECTION I. REGISTRATION

A. REGISTERING AS A NEW TRAINING PROVIDER

1. To begin the process, go to www.cwds.state.pa.us and select the “New User” option under the Keystone Key.
2. On the next screen select the “Provider of Services” radio button and press “Continue.”
3. On the next screen enter the institution’s Federal Identification Number and zip code. Press “Locate Business Folder”.
4. To create the training provider folder, complete the required fields (annotated with a **red dot**):
 - a. Location, billing, and mailing address
 - b. Other Provider Details

Press the “Save and Continue” button.

5. Enter all necessary information on the Create Provider Contact Details screen
 - a. Salutation
 - b. First name
 - c. Last name
 - d. E-mail address
 - e. Preferred correspondence method

Press the “Save ” button

6. Enter all required information in the “Login Details” section for the following fields:
 - a. Password
 - b. Confirm password
 - c. Hint Question
 - d. Hint Answer
 - e. Confirm Hint answer

Press the “Save ” button.

Note: System auto generates a User Name for the Provider. This information will appear on the next page.

7. Print out the resulting page that contains your new user name, write down your Password and Password Hint Answer on the printout, and keep the information in a safe place.

NOTE: The username and password are critical in accessing the business folder. Please be sure to keep this information in a safe, secure place. If this information is not known when you attempt to login to CWDS in the future, please use the “Forgot Password” function on the CWDS homepage. LWIA and State ETPP staff no longer has the ability to look up forgotten provider passwords.

Select “Continue” and you will be taken to the page where you can log in using your new user name and password.

NOTE: E-mail is the vehicle used to notify training providers about policy updates, conferences, training sessions, etc. Therefore, training providers must keep their e-mail address current. Training providers are reminded of the critical need to keep this information accurate.

B. UPDATING TRAINING PROVIDER INFORMATION

The information contained in the business folder provides individuals seeking training and PA CareerLink staff with a wealth of information about the institution. It is important that the business folder contain current information about the institution, particularly telephone numbers and e-mail addresses.

1. To begin the process, go to www.cwds.state.pa.us and login to your business folder.
2. Hover over the “My Profile” menu at the top of the screen and click on the “Business Folder Details” or the “Detailed Profile” link.
3. Edit all necessary information and hit the “Save” button at the bottom of the page. Upon completing step 3, the user will be taken back to the “Provider Home Page.”

C. 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 business folder must be established for each location.

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

1. To begin the process, go to www.cwds.state.pa.us and login to your existing business folder.

2. Hover over the “My Profile” menu at the top of the page and select the “Business Folder List” option.
3. Press the “Create Business Folder” button on this page.
4. Fill in all necessary information about the new location on this screen and press the “Save and Continue” button.
5. You will be returned to the Business Folder List screen where the new provider folder will appear in the list. You may now begin submitting programs/courses to this folder.

D. ADDING A POINT OF CONTACT TO AN EXISTING BUSINESS FOLDER

It is not recommended, for security reasons, that users share usernames and passwords even if they are a part of the same institution. Each individual responsible for maintaining any part of the institution’s business folder should establish a separate username and password.

1. To begin the process, go to www.cwds.state.pa.us and login to your provider folder.
2. Hover over the “My Profile” menu at the top of the page and select the “Contacts” option.
3. Press the “Create Contact” button, fill out the details for the new contact, and press “Save.”

Note: This screen will provide you with an access code that you will need to give to the new contact for when he/she logs 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 them to create a password. Please make a note of this access code or print out the page before you press the “Save” button.

4. Provide the new contact with his/her access code, have them go to www.cwds.state.pa.us, and have them click the “New” user link on the right hand side of the page.
5. Once on the page, have the contact fill in the radio button next to “Provider of Services” and press the “Continue” button.
6. On the next page, have the contact fill in school’s FEIN number and press the “Locate Business Folder” button. You will then receive a list of all the folders that are associated with that number.
7. Fill in the radio button next to the location that the new contact is associated with and press the “Join” button.
8. You will then receive a list of all the contacts associated with the folder. Fill in the radio button next to the new contact and then press the “Associate Contact” button.
9. The next page will be the “Access Code” page. Have the new contact fill in the system-generated access code and press the “Continue” button.

10. The next page will be the contact details screen. Review the information presented, make any necessary changes, and press the “Save” button.
11. The screen will refresh and the password creation fields will be presented. Create a password using the conventions listed on the screen, answer the Hint Question, and press the “Submit” button.
12. The next screen will provide the new contact with their system generated user name (b-). Print this screen out, make a note of the password and hint question answer on the printout, and keep this in a safe place.

NOTE: The username and password are critical in accessing the business folder. Together, they form the contact’s “Keystone ID”. Please be sure to keep this information in a safe, secure place. If you do not know this information when you attempt to login to CWDS in the future, please use the “Forgot Password” function on the CWDS homepage. LWIA and State ETPP staff no longer has the ability to look up forgotten provider passwords.

SECTION II. BUSINESS FOLDERS

A. BUSINESS FOLDER NAVIGATION

The business folder is where a training provider maintains training courses/programs that are available on the Statewide List of Eligible Training Programs/Providers (ETPP) on www.cwds.state.pa.us. Logging into the system and entering a Username and Password on the CWDS home page takes the user directly to the Business Folder. There are a number of functions the user can perform within the Business Folder. The navigation menus, found on the top, left, and center of the screen, can be used to perform course actions and/or update the Business Folder.

The folder functions are located in three places: the Quick Links on the left of the screen, the dropdown 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 any of the following screens:

- a. **Services** –Click on this link to get to a screen where a search for service applications submitted to the 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 would be 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 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 PA CareerLink offices across the state. These would be events such as job fairs, workshops, or other helpful events for participants.
- h. **Individual Services** – Click on this link to obtain a list of resources available to individual PA CareerLink customers.

- i. **Employer Services** – Click on this link to obtain a list of resources available to employers.
- j. **Provider Services** – Click on this link to obtain a list of resources available to providers.
- k. **View Employer Business Folder List** – Providers may have a separate employer business folder where they post job orders and search for job seekers that they wish to become employed at their location. Click on this link to obtain a list of all employer business folders that may be attached to the FEIN that is currently being worked with.

2. **DROP DOWN MENUS**

The user can also access and update the information in the Business Folder, add secondary Points of Contact, add new service applications, and work with TAA applications using the dropdown menus at the top of the Provider Business Folder.

- a. **Home** – Click on this button to go back to the Provider Business Folder home page.
- b. **Services** – Hover over this menu option to obtain links to the Create New Service Application screen, the Services List screen, the Agreements screen, the Forms screen, and the Participants search screen. The Participants search screen is 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.
- 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 the Personal Details screen, the Contacts list for the folder, the Business Folder Details screen, a list of all Provider Business folders attached to the FEIN currently being worked with, and the Detailed Profile page.
- f. **Events** – Hover over this menu option to obtain links to the Search Events, Events Calendar, and Events List screens. These screens can be used to search for events in PA CareerLink offices across the state.
- g. **Resources** – Hover over this menu option to obtain links to the various business resources available in the Provider Business Folder. This menu contains links to the Correspondence search page, a Web Resources page, links to Individual, Employer, and Provider Services, and a link that allows the user to search for the local PA CareerLink office.
- h. **My Account** – Hover over this menu option to obtain links that will allow the user to reset his/her password and change the answer to the hint question.

3. **FUNCTIONS LOCATED in the MIDDLE of the PAGE**

- a. **Important Messages** – Location on Provider Home page where important messages about CWDS will be posted and can be accessed when logging into the business folder.
- b. **Change Business Folder** – Folder functionality that allows a provider to flip between business folders attached to the same FEIN. Allows the provider to access other business folders without logging out and then logging in to the appropriate business folder.
- c. **Alerts** – Indicates to a provider that some action has taken place within the business folder that requires the provider's attention.
- d. **My Correspondence** - Place within the provider's folder where approval letters, rejection letters, or other forms of correspondence are saved. Clicking on the link of the individual correspondence recreates it for viewing or printing.

B. STATUS MENU

The status of a course/program in CWDS can be determined in two ways. First, a user can access the Statewide ETPP List on the CWDS website to determine if the course/program has been certified by the State for the current program year. The second way to determine the status of a course is to enter the business folder and view the status code next to each course/program that has been submitted for certification.

1. **New Request**– Indicates that the training provider has completed a course/program application or certification and it is waiting for LWIA approval.
2. **WIB Pending** – Indicates that the LWIB Point of Contact (POC) has reviewed the course/program application and that the LWIB needs further information before a decision on the application can be made.
3. **WIB Rejected** – Indicates that the LWIB POC has reviewed the course/program application and rejected the application.
4. **WIB Approved** – Indicates that the LWIB POC has reviewed the course/program and approved the application.
5. **Withdrawn** – Indicates that the course/program has been withdrawn.
6. **State Pending** – Indicates that State Certification Coordination Services (CCS) staff has reviewed the course/program application and that further information is required before a decision on the application can be made.
7. **State Approved** – Indicates that State CCS staff have reviewed the course/program and approved the certification of the application.

8. **State Appealed** – Indicates that the training provider has appealed the second course/program rejection made by a LWIB POC.
9. **Revised** – Indicates that the training provider has completed an edit/update prior to the course/program receiving State action.
10. **State Rejected** – Indicates that State CCS staff have reviewed the course/program application and rejected the application.
11. **WIB Appealed** – Indicates that the training provider has submitted an appeal of a LWIB course/program rejection.
12. **WIB Rejected 2** – Indicates that the LWIB POC has reviewed the course/program application and rejected the application for the second time.
13. **WIB Appealed 2** – Indicates that the training provider has submitted a second appeal of a LWIB course/program rejection.
14. **State Appealed** – Indicates that the training provider has submitted an appeal of a State CCS staff course/program rejection.
15. **State Rejected 2** – Indicates that the State CCS staff has reviewed the course/program application and rejected the application for the second time.
16. **State Appealed 2** – Indicates that the training provider has submitted a second appeal of a State CCS staff course/program rejection.
17. **Incomplete** – Indicates that a course/program application was begun, but not completed. Select the “Edit/Update” tab to complete the course/program application.
18. **Awaiting WRIS Data** – Indicates that the course/program did not meet the wage-related measures using PA wage records and student data is being matched against other states’ wage records.
19. **Awaiting PA Wage Data** – Indicates that the program has been submitted to the system by the provider using student SSNs and it is waiting to be run against the PA Wage Record system. The application will convert to “New” status once the data has been returned.
20. **Deleted** – Indicates that the program application has been deleted from the system.
21. **State Approved Pending WIB Approval** – Indicates that the provider has made a change to a State Approved program and the change is waiting for LWIA approval.
22. **State Approved Pending State Approval** – Indicates that the LWIA has approved a change made by the provider to a State Approved program and is now waiting for State CCS staff approval.
23. **Hearing Rejected** – Indicates that the application has been rejected through a hearing and is not eligible for any further appeals.

SECTION III. COURSE INFORMATION

PLEASE NOTE: WHEN SUBMITTING PREVIOUSLY APPROVED TRAINING COURSES/PROGRAMS OF STUDY FOR THE NEXT PROGRAM YEAR, THE COURSE/PROGRAM MUST BE COPIED. SIMPLY EDITING THE COURSE/PROGRAM WILL NOT SUBMIT THE COURSE/PROGRAM FOR THE NEXT PROGRAM YEAR. INSTRUCTIONS FOR COPYING A TRAINING COURSE/PROGRAM CAN BE FOUND IN PART B OF THIS SECTION.

FOR QUESTIONS CONCERNING COPYING COURSES/PROGRAMS AND/OR SUBMITTING COURSES/PROGRAMS FOR THE NEXT PROGRAM YEAR, PLEASE CONTACT THE LOCAL AREA POINT OF CONTACT. A LIST OF LOCAL AREA POINTS OF CONTACT CAN BE FOUND IN SECTION VI.

A. ADDING NEW TRAINING COURSES/PROGRAMS

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 ETPP List. The following procedure is for submitting the very first training application in a provider folder or if the program is new to the provider folder.

Required fields in the application are annotated with a **red dot**.

1. To begin the process, go to www.cwds.state.pa.us and login by filling in the user name and password for the Provider Folder in the Keystone Key.
2. Once on the Provider Home Page, press the “Create Service Application” link in the Quick Links section of the page or go to the Services dropdown menu at the top of the page and press the “Create Service Application” link.
3. Select the radio button next to the “ETPP” selection and press the “Save and Continue” button. If the program is not the very first application to be submitted to the folder, please skip to step 6.
4. Press the “Continue” button on the Statewide Eligible Training Program/Provider Certification System page.
5. Select one of the Certification Categories from the list on the Certification Categories page and press the “Save and Continue” button. An explanation of all the certification categories may be found in WIIN 1-07. WIIN 1-07 may be found on www.paworkforce.state.pa.us.
6. The next screen that appears is the Basic Details section. Fill out all the required information on the page.
 - (a) Enter the course/program name as it appears in the institution’s catalog.
 - (b) Enter the course code, if applicable. The course code should reflect the code used in the institution’s catalog. For example, a first year business course may be BUS101. This field is optional.

- (c) Select a Local Workforce Investment Area (LWIA) from the drop-down menu.
NOTE: Courses/programs need only be submitted to **ONE** LWIA. Training providers may submit training courses/programs to any of the twenty-three (23) LWIAs regardless of the location of the facility. A list of the counties that comprise each LWIA can be found in Section IV.B. of this document.
- (d) Answer the question, “Is this course/program a Post-Secondary Educational program eligible to receive federal funds under Title IV of the Higher Education Act (HEA) of 1965?” Title IV of the HEA refers to the eligibility of a course/program to receive Pell Grant funds.
- (e) Answer the question, “Is this course/program registered under the National Apprenticeship Act of 1937?”
- (f) Select the format in which the course program is available: (check all that apply):
- (1) **Cyber course** – The course/program is computer-based and is available on-line.
 - (2) **Classroom training** – The course/program is normally conducted in a classroom setting, including vocational education.
 - (3) **Distance Learning** – The course/program is taught through a variety of mediums, which may include audio, video and computer components.
- (g) When you perform the CIP/SOC search on this screen, if an occupation is attached to the application that is not applicable to the training being offered, please uncheck the box next to that occupation before you continue on to the next page.
- (h) Enter a Classification of Instructional Program (CIP) code. To complete this field, click on the [“Search CIP Code” link](#). A pop-up window will appear for “High Priority Occupation (HPO) List Search. Users can search for occupations by entering a keyword or partial keyword in the search box. Select the CIP code that best describes the course/program by clicking on the **blue CIP code** and close the box. The system will automatically populate the **CIP** and **SOC** code fields.
NOTE: The HPO lists are linked to the specific LWIA selected. Therefore, based on the LWIA selected, only that LWIA’s list will display.
- (i) Enter the Service Length and Service Unit Type in the appropriate fields.

After you have completed the information on this page, press the “Save and Continue” button.

7. The next page that appears is the Service Location and Contact Details screen. This page is used to indicate where the training will be located and what contact within the provider business folder will be the contact for the program being submitted. Enter the training location, the telephone number of the financial aid office, and check the box next to the program contact. Hit the “Save and Continue” button

8. The Training Details screen is next. On this screen, enter the minimum requirements to attend the program, the preferred entrance requirements, the expected outcome (degree, certification, diploma, etc.), the skills and competencies taught, when the program will be offered, and answer the question if the State Board of Private Licensed schools have licensed the program. You may also enter the program's URL on this page if you wish. Once you have completed this page, click on the "Save and Continue" button.
9. The next page will be the "Service Cost" screen. This is the screen where you will input the cost of the program. Tuition must reflect no more than the amount charged to the general public. Amounts must be entered in whole dollars. Do not include dollar signs, commas or decimal points.

NOTE: If tuition rates or associated fees change, costs in the system must be updated to reflect those changes. Providers may be held to costs reflected on the ETPP list.

- a. **Resident Rate** – This field should be completed if all students are charged one rate regardless of residency or if the rate applies to residents of a specific geographic area and Non-Resident rates will be entered.
- b. **Non-Resident Rate** – Rates should be entered if residents outside of a specific geographic area are charged different rates than residents within a specific geographic area.
- 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. If other costs are required, enter a description of those costs in the "Description for any other costs entered" field.

When you have completed the information on this page, click the "Save and Continue" button.

10. **The next screen is the Upload Service Performance screen. Please refer to Section IV for detailed information on course/program performance requirements and data entry procedures.** After completion of the data entry, 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." Check the box next to this statement and hit the "Continue" button. You will be returned back to the Upload Service Performance screen. On this screen, press the "Save and Continue" button.

11. The next page that you will come to will be the Service Application Review” screen. On this page, review all the application for accuracy and if no changes need to be made, press the “Submit Application” button. You will receive a confirmation message and instructions on how to continue submitting applications. If you submitted SSNs, the status of the application will be “Awaiting PA Wage Data” and if you chose the aggregate data format, the status will be “New.”

B. COPYING A COURSE/PROGRAM

Courses/programs can be copied from one program year to the next. This function is used when submitting courses/programs for certification in subsequent program years.

1. To begin the process, go to www.cwds.state.pa.us and login to your business folder.
2. Search for the program that will be copied by using these steps:
 - a. Click on the Services link in the Quick Links box on the left side of the page or hover over the Services menu and press the Services List link.
 - b. On the Provider Service List page, make sure the Program Type drop down box says ETPP and use the Program Year box to select the year that the program that needs to be copied was submitted in. Hit the “Search” button.
 - c. The page will refresh and a list of all programs that were submitted will appear on the screen.
3. Fill in the “Select” button next to the program that needs to be copied.
4. Come down to the bottom of the page and find the Quick Link menu. Pull down this menu and select “Copy.” Press the “Go” button.
5. The first page of the service application process will appear. Select ETPP as the service type and continue with the application process.

The bulk of the information will automatically populate into the copied application upon completing step 4. However, the CIP/SOC selection will need to be done again and the new year’s performance information will need to be reported. Review all the information and update as needed.

For questions concerning any information that is required in the application, contact one of the Local Points of Contact listed in Section VI.A. of this document.

C. Moving a Course/Program from Business Folder to Business Folder

Courses/Programs may be moved from business folder to business folder. This function is useful when a provider decides to offer a program at a new campus location and does not wish to start an application from scratch. The course/program will be removed from the originating folder and placed in the destination folder.

1. To begin the process, go to www.cwds.state.pa.us and login to the business folder where the program to be moved is located.

2. Search for the program that will be copied by using these steps:
 - a. Click on the Services link in the Quick Links box on the left side of the page or hover over the Services menu and press the Services List link.
 - b. On the Provider Service List page, make sure the Program Type drop down box says ETPP and use the Program Year box to select the year that the program that needs to be copied was submitted in. Hit the "Search" button.
 - c. The page will refresh and a list of all programs that were submitted will appear on the screen.
3. Fill in the "Select" button next to the program that needs to be moved.
4. Come down to the bottom of the page and find the Quick Link menu. Pull down this menu and select "Move." Press the "Go" button.
5. The next screen that appears is the Provider Business Folder page. This page displays all the business folders associated with the FEIN that is currently in focus. (If the destination folder is under a different FEIN, press the "Different FEIN" button and skip to step 7.) The radio button next to the folder that the program is going to should be selected and the "Select" button is pressed.
6. The Provider Service List screen will then display with a message that the program has been moved successfully. Please note that the program has been removed from the old folder and added to the new folder. This is the end of this process.
7. The next screen that displays is the Provider Search screen. Fill in all the necessary information to search for the destination folder and press the "Search" button. The screen will then refresh with the list of search results listed at the bottom of the page.
8. Fill in the "Select" button next to the destination folder and hit the "Select" button.
9. The next screen that will appear will be the Provider Service list of the originating business folder with a confirmation message that the program has been moved successfully. Please note that the program has been removed from the originating folder and added to the Provider Service List of the destination folder

D. On-line Appeal Procedures

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

All initial appeals must be electronically filed through the www.cwds.state.pa.us website within twenty (20) working days of their rejection.

Information on the appeal process is outlined in Workforce Investment Information Notice (WIIN) No.1-07 available at www.paworkforce.state.pa.us.

1. To begin the process, go to www.cwds.state.pa.us and login to your business folder.
2. Search for the program that will be appealed by using these steps:
 - a. Click on the Services link in the Quick Links box on the left side of the page or hover over the Services menu and press the Services List link.
 - b. On the Provider Service List page, make sure the Program Type drop down box says ETPP, the Program Year box says Current Year, and the Service Status is at a Rejected status. The first level rejection status is WIB Rejected. Hit the "Search" button.
 - c. The page will refresh and a list of all programs that were rejected will appear on the screen.
3. Select the radio button beside the appropriate course/program to appeal and then find the Quick Link drop down box at the bottom of the page. Pull down the Quick Link drop down box and select the "Appeal" function. Hit the "Go" button and you will be taken to the appeal page.
4. On the appeals page, fill in the e-mail address of the LWIA or State ETPP staff member that rejected the program in the To: line and fill in your e-mail address in the From: line. This information may be obtained in Section VI of this document. In the Subject and Reason for Appeal sections, fill in your reasons why you are appealing the LWIA/State decision. Once you have filled in all necessary fields, press the "Submit" button.
5. The program has been successfully appealed. The status of the application will be WIB/State Appealed until further action is taken on it.

By completing these steps, the appeal process commences.

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

- a. The LWIB will have twenty (20) working days to review the provider's appeal;
- b. If the LWIB upholds the rejection, the provider will receive an e-mail notification of the decision. The provider then has twenty (20) working days from the date of the second rejection to file an appeal with the State.
- c. Within twenty (20) working days, Certification Coordination Services (CCS) staff will review the provider's appeal and LWIB decision to reject. CCS staff may uphold the LWIB decision to reject the course/program or may choose to reject it.
- d. If CCS staff upholds the LWIB rejection, the provider will receive an e-mail notification of the decision. The provider then has twenty (20) working days to electronically file a request for a formal hearing before an impartial Commonwealth hearing officer.

- e. Within sixty (60) working days of the request for a hearing, the training provider will be notified of the time and date of the hearing. The determination issued at the hearing is **final** and cannot be further appealed.

E. 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 LWIB or State level may be updated.

1. To begin the process, go to www.cwds.state.pa.us and login to your business folder.
2. Search for the program that needs to be edited by using these steps:
 - a. Click on the Services link in the Quick Links box on the left side of the page or hover over the Services menu and press the Services List link.
 - b. On the Provider Service List page, make sure the Program Type drop down box says ETPP, the Program Year box says Current Year, and the Service Status is at the status of the application that needs to be edited. Hit the "Search" button.
 - c. The page will refresh and a list of all programs that meet the search criteria entered will appear on the screen.
3. Fill in the "Select" button next to the program that you would like to edit. Come down to the bottom of the page and press the "Edit" button.
4. The next screen that will be seen is the Service Application Review screen. Find the section of the application that needs to be edited, press the "Edit" button in that section, make the necessary corrections, and press the "Save and Finish" button. You will be returned to the Service Application screen where the change will be reflected.

If the program was State Approved at the time, the status of the application will change to State Approved Pending WIB Approval. If it was not, the status will change to Revised.

If the course/program was previously approved at the State level, the edit will not appear on the CWDS public website until the change has been approved by both the LWIB and the State.

F. WITHDRAWING A COURSE/PROGRAM

If the institution no longer offers a course/program, then it should be removed from the Statewide List of Eligible Training Programs/Providers (ETPP).

1. To begin the process, go to www.cwds.state.pa.us and login to the provider folder.
2. Search for the program that needs to be edited by using these steps:
 - a. Click on the Services link in the Quick Links box on the left side of the page or hover over the Services menu and press the Services List link.
 - b. On the Provider Service List page, make sure the Program Type drop down box says ETPP, the Program Year box says Current Year, and the Service Status is at the status of the application that needs to be withdrawn. Hit the "Search" button.
 - c. The page will refresh and a list of all programs that meet the search criteria entered will appear on the screen.
3. Fill in the "Select" button next to the program that needs to be withdrawn. Come down to the bottom of the page and find the Quick Link drop down box. Pull it down and select the "Withdraw" option. Press the "Go" button
4. The Reason for Service Status Change screen will then appear. On this screen, indicate the reason for the program's withdrawal and press the "Submit" button.
5. The next screen that appears is the Provider Service List. It will have a confirmation message on it indicating that the program has been successfully withdrawn.

If the course/program was previously approved at the State level, the withdrawal will require the approval of the LWIB and the State. Upon approval by the State, the course/program will be removed from the statewide ETPP list.

G. COMPLETING ATTENDANCE FORMS

Training providers now have an option of submitting both Trade and WIA attendance forms via CWDS. Trade attendance forms *MUST* be submitted via CWDS; however, WIA forms can submit either online or in paper form. It will be important to follow up with the LWIA for each WIA funded student to ask how they would like attendance submitted for the WIA students.

1. Login to the provider folder.
2. Under the Quick Links (left side of the page) select Search Participant Service, or Under the services dropdown (top of the page), select Participants.
3. Select ETPP from the Provider Program Type dropdown menu. Click on the Get Service Category button. Select Training from the Service Category dropdown menu. Click on the Get Service Type button. Select Training from the Service Type dropdown menu. To search for all students associated with the provider, do not select any option or select All from the dropdown menu under Training Application Status. More information in other fields can narrow the search down further (such as First & last Name and/or Participant ID, if known). Click Search.
4. The Participant Service List displays with list of applicants at the bottom of the page. Select the Participant by clicking on the radio button beside the appropriate Participant ID, and then select Attendance from the Create Form dropdown menu at the bottom of the page. Then select the Create Form button.
5. Create Attendance Form appears, select the Enter Daily Attendance button and enter all required data and press the Submit button. This online form requests the same information as the paper form that training providers completed in the past. If Absence Not Justified is selected for any day in the Daily Attendance area, the training provider must enter an explanation for the absence. Training providers should use Absence But Justified for any day that training is not scheduled or the school is accepting the student's absence reason.
6. Attendance verification page appears, verify all information is correct, if an error is found select the Edit button and make the required correction and select the Submit for Review button again, if all information is correct select the Submit button or Submit and Add Another Week button, if you want to submit further weeks.

SECTION IV. TRAINING AND PERFORMANCE INFORMATION

A. Performance Measures and Levels

In order to ensure that workforce development investments yield the best possible results, PA 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 from 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, beginning with PY 2006, courses/programs will be evaluated using a total of 10 measures.

Five (5) performance criteria have been established for **two (2) distinct populations**; 1) **WIA**, and 2) **ALL** (WIA and Non-WIA). Non-WIA would include private pay students, Trade Act, SPOC, etc. All training courses/programs must meet at least eight (8) of the ten (10) following measures. **However, if a course/program serves no WIA clients, it must meet at least three (3) of the five (5) measures for the ALL population.** Also, if all participants were excluded for questions 4 and/or 11 then those results will display as N/A. In the case where questions are Not Applicable, then those measures will not be included in the performance review. In this case, **3 Measures out of 4 possible measures** must be met for the application to be approved **or 6 out of 8 measures** must be met or **7 out of 9 measures** must be met for the application to be approved.

1. **Program Completion - 70%**

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 - 80%**

This measure is calculated by dividing the number of program completers who entered unsubsidized employment (excluding individuals who were employed when they entered the program or plan to continue their education after this training) by the number of individuals who completed the program during the reporting period.

3. **Employment Retention - 82%**

This measure is calculated by dividing the number of individuals who entered unsubsidized employment by the number of individuals who entered unsubsidized employment in the first quarter after completing the program and retained employment through the 3rd quarter.

4. **Average Quarterly Wage - \$5211**

This measure is calculated by using PA Wage Record information and WRIS data (if necessary). WRIS, which stands for the Wage Record Interchange System, is a data sharing agreement with other states to access wage record

information. The calculation is the amount of quarterly wages divided by the number of individuals who are employed in the second and third quarters. This is based on the combined wages reported for both the second and third quarters.

5. **Program Graduate/Certificate - 60%**

This measure is calculated by dividing the number of individuals who competed and attained a certificate by the number of program completers.

Threshold Exception Criterion

In an effort to not arbitrarily exclude programs from the statewide list that serve a small universe of students or have no WIA clients, performance levels will be considered met under the following circumstances:

1. **WIA Zero Participant Threshold Exception**

If a program serves no WIA clients during the reporting period, the program is considered to have met performance for the WIA measures; or

2. **Small Universe Threshold Exception**

If a program serves less than ten (10) during the reporting period, it will not be held to performance.

3. **Zero Enrollment**

If a course/program did not have any enrollments during the reporting period, it will not be held to performance. Training providers will indicate this by selecting the statement, **“This course/program did not have any enrollments during the reporting period.”**

New Programs

The requirement for submitting student data will be waived if the training provider has recently developed the training course/program. Only those courses/programs defined as new, e.g. training course/program has been offered less than twelve (12) months, are exempt from reporting performance information. However, two or more year programs will be considered new until it has its first graduating class.

B. Calculation of Performance

A significant change to the performance requirements will be the calculation of performance. Obtaining employment and wage information from individuals has continued to be a burden for training providers. The process prior to July 1, 2006 required training providers to conduct follow-up on former students and data enter the performance information manually through the PA CareerLink website. Under the new process, training providers will simply provide raw data on individuals participating in each course/program for a specified time period to the Department of Labor & Industry by uploading an Excel worksheet containing the required data elements.

Because there is a lag time in reporting and posting employer reported wage record information into PA's Wage Record data base and in an effort to have more up-to-date wage data available, **the CWDS operating system will advance the reporting period one quarter at the end of each quarter.** For example, training providers submitting applications during the period October - December 2006 will utilize the reporting period January 1, 2004 through December 31, 2005, which is three quarters later than previous applications utilized, and so forth. This will ensure that sufficient wage record information will be available for CWDS to calculate the employment-related measures against the PA wage record database.

Users must provide the required student data. This can be accomplished in one of three ways.

Method One

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



Method Two

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

1. The user clicks on the **“Manual Data Entry”** button.
2. The user clicks on the **“Add New Entry”** button.
3. User answers the following questions:

SSN

Number format - **123456789, no dashes or spaces**

Certificate Identification

(Upon completion of the course/program did participant receive a certificate)

 Yes No

WIA Identification

(Was participant receiving Workforce Investment Act funding (WIA))

 Yes No

Completer Identification

(Participant completed the course or program during the specified reporting period)

 Yes No

Scheduled Completion Identification

(Participant was scheduled to complete course or program during the specified reporting period)

 Yes No

Employed or Continuing Education

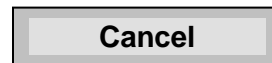
(Participant was employed when they started the course or program, or continued their education beyond completion of the course program; e.g. first year of a two or more year program)

 Yes No

Participation End Date

(Date the participant actually exited the course or program during the specified reporting period)

Date format – mm/dd/yyyy



4. After each student entry, click on the save button.
5. Click on the **“Add New Entry Button”** and continue entering student information for all students in the specified course/program.

NOTE: The social security number field is a required data element. The system will not be able to calculate the employment-related measures without the SSN. Students should be excluded from performance under the following conditions: Death, incarceration, institutionalized, called to active duty, health, and/or medical conditions.

In effort to assure training providers that this information is safeguarded, social security numbers that are entered into the CWDS Operating System Data Base by training providers are "encrypted" (converted or disguised) and stored in a password protected file location that is only accessible by Authorized Security Personnel. The performance data will only display in an aggregate report format and is not identifiable to any individual. Additionally, the system will suppress the first five (5) digits of SSN. If a training provider is reluctant to submit student SSNs to CWDS, they may enter into a Computer Match Agreement (CMA) with us. This is an agreement whereby the training provider “hires” the Department to perform performance research for their individual programs. A provider enters into a CMA with us by filling out the attached application and returning two copies to us using the address listed on the form. Training providers also may distribute the attached letter to their student population to explain the necessity of the release of their SSNs.



"Performance Measures Computer"



"SSN Letter to Students.pdf"

Within two days, the system will download the student information entered for each course/program application completed on that given day and match the SSNs against PA employer wage records to determine if former students are working and receiving wages.

If the course/program fails to meet any of the employment-related measures, the SSNs will be processed utilizing the WRIS data to determine if former students are working in other states.

NOTE: Based on the WRIS Data Sharing Agreement with other states, the wage information will be suppressed if the course/program **serves less than 3 individuals.**

The system will automatically calculate percentages for the performance questions based on the raw numbers entered into 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 100%. Attached is a spreadsheet for reference purposes that outlines the calculations for each measure.



P:\PROGRAMS\PMS\
Certification\Certifica

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 LWIA, **OR** provide a copy of the annual report for courses/programs performance that is sent to training providers' accrediting agencies. **Course/program applications cannot be approved until the report is received by the LWIA.** This report must be forwarded to the LWIA within 20 working days of the date the application is submitted into the PA CareerLink operating system. Clicking on the “Click here to enter accredited aggregate participant data” button accesses this method of inputting student data. Once you have arrived at the performance data-reporting chart, answer all the questions. The chart and the questions that will need to be answered follow on the next page.

Aggregate Data Entry Screen

Performance Measures

Row	Display Results	Participants
1	(WIA) How many WIA participants were served during the reporting period? *This establishes the threshold.	<input type="text"/>
2	(WIA) Number of participants scheduled to complete the applicable program:	<input type="text"/>
3	(WIA) Number of participants who completed the applicable program:	<input type="text"/>
4	(WIA) Number of participants (excluding participants already employed when they entered the program or continuing their education) who completed the applicable program and were placed in unsubsidized employment:	<input type="text"/>
4.1	(WIA) Number of participants who completed the course and were excluded due to being employed when they entered the program or continuing education:	<input type="text"/>
5	(WIA) Number of program completers that either obtained or retained employment during the 9 months (3 Quarters) after program completion:	<input type="text"/>
6	(WIA) Average quarterly wages received by individuals who have completed the applicable program and obtained and retained employment:	\$ <input type="text"/>
7	(WIA) Number of participants who completed this program and attained a certificate:	<input type="text"/>
8	(All) How many WIA and Non-WIA individuals were served during the reporting period? *This establishes the threshold.	<input type="text"/>
9	(All) Number of individuals participating in the applicable program scheduled to complete the program:	<input type="text"/>
10	(All) Number of individuals who completed the program:	<input type="text"/>
11	(All) Number of individuals (excluding participants already employed when they entered the program or continuing their education) who completed in the applicable program who obtained unsubsidized employment:	<input type="text"/>

- 11.1 (All) Number of individuals who completed the course and were excluded due to being employed when they entered the program or continuing education:
- 12 (All) Number of program completers that either obtained or retained employment during the 9 months (3 Quarters) after program completion:
- 13 (All) Average quarterly wages received by individuals who have completed the applicable program and obtained and retained employment: \$
- 14 (All) Number of participants who completed this program and attained a certificate:

Accrediting Company/Organization/Agency

Contact person at this organization

Contact's Phone Number

 - - Ext.

Note: A 'Hard Copy' of the aggregate data must be provided to the LWIA for 'Course/Program' approval

SECTION V. GENERAL INFORMATION

A. VIEWING THE STATEWIDE LIST OF ELIGIBLE TRAINING PROGRAMS/PROVIDERS (ETPP)

The Statewide List of Eligible Training Programs/Providers (ETPP) is a comprehensive list of training providers and courses/programs approved in the current program year.

To view training providers on the ETPP list:

1. Go to www.cwds.state.pa.us, select the "Individuals" link and then select "Certified TAA/WIA Training Programs/Providers List."
2. Select the parameters to begin the search.
 - a. Provider
 - b. Training Type
 - c. County

NOTE: To retrieve more information, select fewer search parameters.

3. Select "Search" to view results.

To view courses/programs on the ETPP list:

1. Go to www.cwds.state.pa.us, select the "individuals" link and then select "Certified TAA/WIA Training Programs/Providers List."
2. Select the search parameters.
 - a. Training Program
 - b. Training Type
 - c. County

NOTE: To retrieve more information, select fewer search parameters.

3. Select "Search" to view results.

B. LOCAL WORKFORCE INVESTMENT AREA (LWIA)/COUNTY CONVERSION

County	Local Workforce Investment Area (LWIA)
Adams	Southcentral
Allegheny	Allegheny
Armstrong	Tri-County
Beaver	Southwest Corner
Bedford	Southern Alleghenies
Berks	Berks County
Blair	Southern Alleghenies
Bradford	Northern Tier
Bucks	Bucks County
Butler	Tri-County
Cambria	Southern Alleghenies
Cameron	North Central
Carbon	Pocono Counties
Centre	Central
Chester	Chester County
Clarion	Northwest
Clearfield	North Central
Clinton	Central
Columbia	Central
Crawford	Northwest
Cumberland	Southcentral
Dauphin	Southcentral
Delaware	Delaware County
Elk	North Central
Erie	Northwest
Fayette	Westmoreland/Fayette
Forest	Northwest
Franklin	Southcentral
Fulton	Southern Alleghenies
Greene	Southwest Corner
Huntingdon	Southern Alleghenies
Indiana	Tri-County
Jefferson	North Central
Juniata	Southcentral

County	Local Workforce Investment Area (LWIA)
Lackawanna	Lackawanna County
Lancaster	Lancaster County
Lawrence	West Central
Lebanon	Southcentral
Lehigh	Lehigh Valley
Luzerne	Luzerne-Schuylkill
Lycoming	Central
McKean	North Central
Mercer	West Central
Mifflin	Central
Monroe	Pocono Counties
Montgomery	Montgomery County
Montour	Central
Northampton	Lehigh Valley
Northumberland	Central
Perry	Southcentral
Philadelphia	Philadelphia County
Pike	Pocono Counties
Potter	North Central
Schuylkill	Luzerne-Schuylkill
Snyder	Central
Somerset	Southern Alleghenies
Sullivan	Northern Tier
Susquehanna	Northern Tier
Tioga	Northern Tier
Union	Central
Venango	Northwest
Warren	Northwest
Washington	Southwest Corner
Wayne	Pocono Counties
Westmoreland	Westmoreland/Fayette
Wyoming	Northern Tier
York	Southcentral

SECTION VI. CONTACT INFORMATION

A. LOCAL POINTS OF CONTACT

LWIA	POINT OF CONTACT	PHONE	EXT.	E-MAIL ADDRESS
Allegheny County	Shad Henderson	(412) 552-7099		shenderson@trwib.org
Berks County	Alan Fineman	(610) 988-1356		afineman@bccl.org
	John Moser	(610)988-1358		jwmoser@bccl.org
Bucks County	Mary Ann Vitale	(215) 874-2800	X100	Mvitae@bc-wib.org
Central	Sandra Fairman	(570) 568-0800	x 454	sfairman@cpwdc.org
Chester County	Tricia Hennessy	(610) 344-6900		phennessy@chesco.org
City of Pittsburgh	Shad Henderson	(412) 552-7099		shenderson@trwib.org
Delaware County	Rita Brown	(610) 477-1621		brownry@co.delaware.pa.us
Lackawanna County	Cathy Gerard	(570) 344-7037		cgerard@dli.state.pa.us
Lancaster County	Kim Sullenberger	(717) 735-0333		sullenbk@co.lancaster.pa.us
Lehigh Valley	Rose Ann Kisilewicz	(610) 439-1123	x 293	rkisilewicz@lvwib.org
Luzerne-Schuylkill	Charlie Koflanovich	(570) 822-1101	x 291	ckoflano@lchrdd.org
	Robert Sullivan	(570) 822-1101	x 283	rsulliva@lchrdd.org
	Sharon Angelo	(570) 622-5253		sangelo@redcogrp.com
Montgomery County	Dee Mellor	(610) 278-3937		dmellor@montcopa.org
North Central	Larry Horning	(814) 773-3162		lhoring@ncentral.com
	Peggy Shilk	(814) 773-3162		peggy@ncentral.com
Northern Tier	Sherry Felten	(570) 265-1516		felten@northerntier.org
Northwest	Paul Newlin	(814) 333-1286	x 105	pnewlin@nwpawib.org
Philadelphia	Jamece Joyner	(215) 717-2017		jjoyner@pwib.org
Pocono Counties	Christine Heintzelman	(570) 325-2462		pocsda15@ptd.net
	Garry Wentz	(570) 325-2915		gwtrain@ptd.net
Southcentral	Christie Young	(717) 920-2847		cyoung@wibpa.org
Southern Alleghenies	Jim Walker	(814) 949-6536		walker@sapdc.org
Southwest Corner	Lisa Neil (Wash/Greene)	(724) 229-1353		lnil@bellatlantic.net
	Kate Skoff-Hendrickson (Beaver)	(724) 728-4860	x 204	kskoff-hendrickson@dli.state.pa.us
Tri-County	Melinda Schultheis	(724) 282-9342	x 33	mschultheis@tcwib.net
West Central	Heather Ratvasky	(724) 658-2501	x 201	hratvasky@wcjp.org
Westmoreland/Fayette	Sharon Pugliese	(724) 755-2145	x 506	spugliese@westfaywib.org

B. STATE POINTS OF CONTACT

Michael Fuller has responsibility for overseeing the activities of Certification Coordination Services and can be contacted by telephone at (717) 787-6874 or mifuller@state.pa.us. Kari Harding has responsibility for ETPP certification for the eastern half of the Commonwealth and can be contacted by telephone at (717) 783-8540 or kaharding@state.pa.us. Stefanie Stage has responsibility for ETPP certification for the western half of the Commonwealth and can be contacted by telephone at (717) 346-1579 or sstage@state.pa.us. Central office CCS staff can be reached via email at ra-li-bwdp-ccs@state.pa.us.

Following are areas of assignment for each:

Eastern Region – Kari Harding

LWIA Number	LWIA Name
SE015	Berks County Workforce Investment Area
SE020	Bucks County Workforce Investment Area
SE030	Chester County Workforce Investment Area
SE035	Delaware County Workforce Investment Area
NE055	Lackawanna County Workforce Investment Area
SE060	Lancaster County Workforce Investment Area
LV070	Lehigh Valley Workforce Investment Area
NE075	Luzerne/Schuylkill Workforce Investment Area
SE080	Montgomery County Workforce Investment Area
SE090	Philadelphia Workforce Investment Area
NE135	Pocono Counties Workforce Investment Area
SC180	Southcentral Workforce Investment Area

Western Region – Stefanie Stage

LWIA Number	LWIA Name
SW005	Allegheny County Workforce Investment Area
CE175	Central PA Workforce Investment Area
SW095	City of Pittsburgh Workforce Investment Area
NC125	North Central Workforce Investment Area
NT130	Northern Tier Workforce Investment Area
NW170	Northwest Workforce Investment Area
SA100	Southern Alleghenies Workforce Investment Area
SW165	Southwest Corner Workforce Investment Area
SW110	Tri-County Workforce Investment Area
NW145	West Central Workforce Investment Area
SW045	Westmoreland/Fayette Workforce Investment Area