

# WIOA TITLE I STATEWIDE ELIGIBLE TRAINING PROVIDER LIST

Desk Guide for Public Training Providers to the Statewide ETPL

June 2018

# Desk Guide for Public Training Providers to the Statewide ETPL

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# Desk Guide for Public Training Providers to the Statewide ETPL

## 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 the 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 a training service application is rejected in an area due to local policies, a training provider may apply to another local area to have the training included 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

Training providers' courses/programs listed on the statewide ETPL that have a fully executed Trade Master Agreement (TMA) with the Department may be considered by dislocated workers funded by the Trade Adjustment Assistance (TAA) Program. TAA training is not subjected to WIOA performance measures. Interested training providers may submit course/program service applications through CWDS for the TAA-Eligible only Training Programs/Provider Statewide List.

TAA is a federal program that provides assistance to dislocated workers who lose their jobs, or whose hours of work and wages are reduced as a result of increased imports. TAA 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<sup>®</sup> offices to determine types of services needed and whether training is needed to find a new job.

Training providers must have a TMA with the Department before a training program can be considered by a participant eligible for trade benefits. Any training provider interested in obtaining additional information on the TMA process may email the Department's resource account at [ra-li-bwda-gs@pa.gov](mailto:ra-li-bwda-gs@pa.gov). Assistance for general trade program questions such as entering attendance into CWDS may be directed to [ra-li-bwpo-trade@pa.gov](mailto:ra-li-bwpo-trade@pa.gov).

### Registered Apprenticeship Programs

Interested registered apprenticeship programs registered with the U.S. Department of Labor, Office of Apprenticeship, or Pennsylvania's State Apprenticeship Council are automatically eligible for inclusion if the program remains registered. Such programs are not required to apply. Information on the Registered Apprenticeship program can be found at <http://www.dol.gov/apprenticeship>.

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Program sponsors should submit a request along with a copy of Pennsylvania’s Certificate of Registration or the U.S. Department of Labor’s Certificate of Registration of Apprenticeship Program and the following information to ra-li-bwpo-ccs@pa.gov for inclusion on the statewide ETPL. Questions regarding funding and/or student enrollment may be directed to a local training point of contact. Contact information is located on pages six (6) and seven (7) of this document.

1. Name and address of the registered apprenticeship program sponsor;
2. Contact name, email and phone number of registered apprenticeship program sponsor;
3. Name and address of the related technical instruction provider, and the location of instruction if different from the program sponsor’s address;
4. Method of instruction;
5. Length of instruction;
6. Occupations included; and
7. The number of active apprentices.

Registered apprenticeship program sponsors that do not provide the related technical instruction portion of the apprenticeship program may be required to provide additional information about their education provider, including the cost of instruction.

### Submitting Data for Performance Measures

Institutions of higher education are now required to provide program performance data for courses/programs to be considered for approval and inclusion on the statewide ETPL. The Department offers two (2) different ways of submitting data for performance measures. Training providers may enter students’ Social Security numbers (SSNs) in CWDS for comparison of employment and wage data for aggregate training and performance data; or training providers may enter their own aggregate data which would not require 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 CWDS. **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, CWDS 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
04/01/2018 - 06/30/2018	10/01/2015 - 09/30/2016
07/01/2018 - 09/30/2018	01/01/2016 - 12/31/2016
10/01/2018 - 12/31/2018	04/01/2016 - 03/31/2017
01/01/2019 - 03/31/2019	07/01/2016 - 06/30/2017

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ETPL Applications Submitted	Reporting Period for Scheduled Exit Dates of Students
04/01/2019 - 06/30/2019	10/01/2016 - 09/30/2017

### 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 general 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 <http://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.

Regional 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 to have an occupation added to their regional HPO list.

Information on Regional HPO Lists and the policies governing such can be accessed at [PA High Priority Occupations](#).

### Local Contact Information

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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 is enhanced and as changes are made to federal and state policies. Questions regarding CWDS, this desk guide and policy may be directed to your local ETPL point of contact listed on the following page.

Local Area	Contact
Allegheny County Centre City Tower, Ste 2600 650 Smithfield Street Pittsburgh, PA 15222	Matt Aelmore 412-932-2958 <a href="mailto:maelmore@partner4work.org">maelmore@partner4work.org</a>
Berks County 1920 Kutztown Road Suite G Reading, PA 19604	John Moser 610-988-1358 <a href="mailto:jwmoser@bcccl.org">jwmoser@bcccl.org</a>
Bucks County 1268 Veterans Highway Bristol, PA 19007	Mary Ann Vitale 215-874-2800x100 <a href="mailto:mvitale@bucksworks.org">mvitale@bucksworks.org</a>
Central PA 130 Kelly Square, Ste 1 Lewisburg, PA 17837	Sandie Fairman 570-568-6868 <a href="mailto:sfairman@cpwdc.org">sfairman@cpwdc.org</a>
Chester County 601 Westtown Road, Ste 365 West Chester, PA 19380	Tracey J. Dougherty 610-344-6263 <a href="mailto:tdougherty@chesco.org">tdougherty@chesco.org</a>
Delaware County 1570 Garrett Road Upper Darby, PA 19082	Karen Hofmann 610-713-2201 <a href="mailto:hofmannk@co.delaware.pa.us">hofmannk@co.delaware.pa.us</a>
Lackawanna County 200 Adams Avenue Scranton, PA 18503	Cathy Gerard 570-963-3110x3028 <a href="mailto:c-cgerard@pa.gov">c-cgerard@pa.gov</a>
Lancaster County 313 West Liberty Street, Suite 114 Lancaster, PA 17603	Cathy Rychalsky 717-735-0333 <a href="mailto:crychalsky@lancastercountywib.com">crychalsky@lancastercountywib.com</a>
Lehigh Valley 555 Union Boulevard Allentown, PA 18109	Nanse Wolfington 610-841-8329 <a href="mailto:nwolfington@lvwib.org">nwolfington@lvwib.org</a>
Luzerne-Schuylkill 22 East Union Street, Ste 115 Wilkes-Barre, PA 18701	Marla Doddo 570-822-1101x296 <a href="mailto:marladoddo@lswib.org">marladoddo@lswib.org</a>
Montgomery County 1430 DeKalb Street, 5 <sup>th</sup> Fl Norristown, PA 19401	Kathleen Candelore 610-278-5938 <a href="mailto:kcandelo@montcopa.org">kcandelo@montcopa.org</a>
North Central 245 Old Kersey Road Kersey, PA 15846	Linda Franco 814-245-1835 <a href="mailto:lfranco@ncwdb.org">lfranco@ncwdb.org</a>

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Local Area	Contact
Northern Tier 312 Main Street Towanda, PA 18848	Jody McCarty 570-265-1516 <a href="mailto:mccarty@northerntier.org">mccarty@northerntier.org</a>
Northwest Meadville Mall 920 Water Street, Ste 32B Meadville, PA 16335	Janet Anderson 814-333-1286x103 <a href="mailto:janderson@nwpawib.org">janderson@nwpawib.org</a>
Philadelphia One Penn Center at Suburban Station 1617 J.F.K. Boulevard, 13th Fl Philadelphia, PA 19103	Eric Morton 215-557-2624 <a href="mailto:emorton@philaworks.org">emorton@philaworks.org</a>
Pittsburgh Centre City Tower, Ste 2600 650 Smithfield Street Pittsburgh, PA 15222	Matt Aelmore 412-932-2958 <a href="mailto:maelmore@partner4work.org">maelmore@partner4work.org</a>
Pocono Counties 76 Susquehanna Street, Ste 1 Jim Thorpe, PA 18229	Christine Heintzelman 570-325-2462 <a href="mailto:pocda15@ptd.net">pocda15@ptd.net</a>
South Central SCPa Works 4201 Crums Mill Road, Ste 200 Harrisburg, PA 17112	Wanda Jackson 717-920-2847 <a href="mailto:wjackson@scpaworks.org">wjackson@scpaworks.org</a>  Doran Condon 717-920-2848 <a href="mailto:dcondon@scpaworks.org">dcondon@scpaworks.org</a>
Southern Alleghenies 3 Sheraton Drive Altoona, PA 16601	Jim Walker 814-949-6536 <a href="mailto:walker@sapdc.org">walker@sapdc.org</a>
Southwest Corner 351 West Beau Street, Ste 300 Washington, PA 15301	Lisa Neil 724-229-1350x237 <a href="mailto:lneil@swtraining.org">lneil@swtraining.org</a>
Tri-County Pullman Commerce Center 112 Hollywood Drive, Ste 201 Butler, PA 16001	Melinda Schultheis 724-282-9341x102 <a href="mailto:mschultheis@tricitywib.org">mschultheis@tricitywib.org</a>
West Central 217 West State Street, 3 <sup>rd</sup> Fl Sharon, PA 16146	Heather Ratvasky 724-347-7855x301 <a href="mailto:hrtvasky@wcjp.org">hrtvasky@wcjp.org</a>
Westmoreland/Fayette 145 Pavilion Lane Youngwood, PA 15697	Bill Thompson 724-755-2145 <a href="mailto:wthompson@westfaywib.org">wthompson@westfaywib.org</a>



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### PA County/Local Area Conversion

County	Local Area
Adams	South Central
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	South Central
Dauphin	South Central
Delaware	Delaware County
Elk	North Central
Erie	Northwest
Fayette	Westmoreland/Fayette
Forest	Northwest
Franklin	South Central
Fulton	Southern Alleghenies
Greene	Southwest Corner
Huntingdon	Southern Alleghenies
Indiana	Tri-County
Jefferson	North Central
Juniata	South Central

County	Local Area
Lackawanna	Lackawanna County
Lancaster	Lancaster County
Lawrence	West Central
Lebanon	South Central
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	South Central
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	South Central

### State Contact Information

The Department's Bureau of Workforce Partnership and Operations oversees the activities of ETPL. State staff can be reached via email at [ra-li-bwpo-ccs@pa.gov](mailto:ra-li-bwpo-ccs@pa.gov).

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This desk guide provides training providers with instructions for using CWDS:

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 approval;
4. Copy training courses/programs of study for resubmittal for the next ETPL year;
5. Move courses from provider business folder to provider business folder;
6. Appeal local/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 ETPL.

### Section I. Registration

#### Registering as a New Training Provider

1. To begin the process, go to [www.cwds.pa.gov](http://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 in to 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.

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**Note:** Email is the method used to notify training providers of policy updates, conferences, training sessions, etc. Therefore, training providers must keep their email address current and are reminded of the critical need to keep this information accurate.

### Updating Training Provider Information

The information contained in the provider business folder provides an abundance of information about the institution to individuals seeking training and to Pennsylvania CareerLink<sup>®</sup> 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](http://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](http://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 *Create Service Application* under *Quick Links* to begin an application.

### 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](http://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

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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 **before you click Save**. 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](http://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 the number 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 case sensitive 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 out, 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 Approval Status 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 forgot Keystone ID or Password? link. Local and state staff do not 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, 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 contacts' *Approval Status* should be changed to *Rejected* and *Active Status* to *Inactive*.

1. Log in to the provider business folder at [www.cwds.pa.gov](http://www.cwds.pa.gov).
2. Hover over the *My Profile* top menu and click *Contacts*.

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3. Click the radio button for which contact name needs changed and click *Edit*.
4. The *Contact Details* screen will display. Change the Approval Status to *Rejected* and the Active Status to *Inactive*. 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 for 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](http://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*.

The folder functions are located 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.

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- 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 would be events 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. **Enroll as an Employer.** Click on this link to start the process of creating an Employer Company Profile.

### 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 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 Create Service Applications, Services List, Agreements, Forms, and Participants screens. The *Participant Service List* page is accessed through the Participants menu selection and can be 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 Personal Details, Contacts, Business Folder Details, Business Folder List, and Detailed Profile screens.

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- 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<sup>®</sup> offices across the state.
  - g. **Resources.** Hover over this menu option to obtain links to Correspondence, Web Resources, Individual Services, Employer Services, Provider Services, and Service Locations screens. The Service Locations link allows the user to search for local Pennsylvania CareerLink<sup>®</sup> offices.
  - 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. **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.
  - c. **Alerts.** Indicates that action has taken place within the business folder that requires the user's attention.
  - d. **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.

### Status Menu

Users can determine the status of a course by entering the provider business folder and viewing the Service Status next to each course/program that has been submitted for inclusion on the statewide ETPL.

1. Log in to the provider business folder at [www.cwds.pa.gov](http://www.cwds.pa.gov).
2. Click *Services* under *Quick Links*.
3. Click *Current Year* from the ETPL Year drop-down menu and click *Search*. The *Provider Service List* of all current year ETPL services displays.

**Incomplete.** Indicates that a course/program application was started but not completed. Click the radio button for 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 will 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.

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

**Awaiting WRIS Data.** Indicates that the course/program student data is being matched against the Wage Record Interchange System (WRIS). WRIS 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.

**WIB Pending.** Indicates that the local point of contact has reviewed the course/program application and that further information is required before a decision can be made.

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

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

**State Pending.** Indicates that the state has reviewed the course/program application and that further information is required 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.

**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.

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

**WIB Rejected 2.** Indicates that the local contact has reviewed the course/program application and rejected the application for the second time.

**WIB Appealed 2.** 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 2.** Indicates that the state has reviewed the course/program application and rejected the application for the second time.

**State Appealed 2.** 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.



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**State Approved Pending WIB Approval.** Indicates that the provider has made a change to a state approved program and the change is waiting for local reapproval.

**State Approved Pending State Approval.** Indicates that the local has approved a change made by the provider to a state approved program 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 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 Program 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](http://www.cwds.pa.gov).
2. Click *Create Service Application* in the *Quick Links* section of the page or go to the *Services* drop-down menu at the top of the page and click *Create Service Applications*.
3. Click the radio button next to *ETPL* for *Program Provider Type* and click *Save and Continue*.
4. Review *The Eligible Training Provider List System* information and click *Continue*.
5. Click the radio button next to one (1) of the *Certification Categories* and click *Save and Continue*. Certification categories are defined at the beginning of this desk guide on pages four (4) and five (5). **To find out if your institution must be licensed, contact the Pennsylvania Department of Education (PDE) at 717-783-8228.**
6. Enter information on the *Service Basic Details* screen.
  - (a) *Training* is entered for *Service Category*.
  - (b) *Training* is entered for *Service Type*.
  - (c) Click the radio button for the appropriate *ETPL Year*.
  - (d) Click *Course* or *Program* from the drop-down menu.
  - (e) Enter the *Provider Service Code* that reflects the code used in the institution's catalog.
  - (f) Enter the *Provider Service Title* that reflects the title used in the institution's catalog.
  - (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 only be submitted to one (1) local area of your choice. Counties included in the areas can be found on page eight (8) of this document. If a local area rejects your application, you may apply to another local area.**

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- (i) Click *Yes* or *No* from the drop-down menu 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.
- (j) Click *Yes* or *No* from the drop-down menu to answer the question, *Is this program an apprenticeship?*.
- (k) Click the box for all the formats the course/program will be available.
  - 1. **Classroom Training.** The course/program is normally conducted in a classroom setting, including vocational education.
  - 2. **Distance Learning.** The course/program is taught through a variety of mediums, which may include audio, video and computer components.
  - 3. **Online Training.** The course/program is computer-based and is available online.
- (l) 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. It is important to remove any occupations that do not align with the training.  
**Note: The occupations are linked to the specific LWDA selected.**
- (m) Enter the Program Length – Clock/Contact Hours.  
**Note: A minimum formula used to calculate credits based on clock hours for semester credit is, each credit hour must represent a minimum of 14 clock hours of theory, 28 clock hours of lab, and 45 clock hours of externship or clinical. And for quarter credits, it is 10 hours of theory, 20 hours of lab and 30 hours of externship.**
- (n) Enter the Program Length – Weeks.
- (o) Click *Save And Continue*.

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

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

8. Enter *Training Provider Main Location, Profile Information* and click *Save And Continue*.

9. 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. **All programs should select, at a minimum, the Employment Skill Gain along with all other outcomes that can be verified as a gain received by completing the 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

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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
<b>*Employment Skill Gain</b> <b>All programs should select this outcome.</b>	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 level validating the necessary knowledge and skills to work in a certain occupation.	Postsecondary credential
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 is allowed to 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	Postsecondary credential

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Expected Planned Outcome	Definition	Achievement
	equivalent college work.	
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

### Service Availability

Click both *Full Time* and *Part Time* for *Service Availability* if students may enroll either way.

10. 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.

**Note: Tuition cannot be 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. 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.**

11. 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*.

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

12. 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](http://www.cwds.pa.gov).
2. Search for the program that needs to be edited/finished 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 click the *Services List* link.
  - b. On the *Provider Service List* page, ensure the *Provider Program Type* drop-down box displays *ETPL*, click *Incomplete* from the *Service Status* drop-down menu, click either *Current Year* or *Next Year* from the *ETPL Year* drop-down menu and click *Search*.
  - c. A list of all programs that meet the entered search criteria will display.
3. Click the radio button for *Select* next to the program that needs finished. Click *Edit* at the bottom of the page.
4. The *Service Application Review* screen returns. Find the section of the application that needs completed and click *Edit*. Enter the information for that section and click *Save*. Continue the edit process for all sections of the application that need completed.
5. Once all the necessary information has been added and saved, click *Submit Application*. The *Service Application Review* screen returns displaying a confirmation message that reads, *Your request for new services has been submitted successfully for approval*.

### 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](http://www.cwds.pa.gov).
2. Search for the program that will be copied by using these steps:
  - a. Click *Services* in the *Quick Links* box on the left side of the page or hover over the *Services* menu and click *Services List*.
  - b. On the *Provider Service List* page, ensure the *Provider Program Type* displays *ETPL* and click *Current Year* from the drop-down menu for *ETPL Year*. Click *Search*.
  - c. The page will refresh and a list of all programs that were submitted will display.
3. Click the radio button for *Select* next to the program to be copied.

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4. Scroll down to the bottom of the page and click *Copy* from the drop-down menu for *Quick Link*. Click *Go*.
5. The *Select Provider Program Type* screen returns. Click the radio button for *Select* next to *ETPL*. Click *Save And Continue*.

Most of the information will automatically populate into the copied application. However, the CIP Code and Performance Details will need entered. Click *Save and Continue* while reviewing the information to ensure it is current. Click *Submit Application* on the last page of the application.

**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 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 six (6) and seven (7) 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.

1. Log in to the provider business folder where the program to be moved is located at [www.cwds.pa.gov](http://www.cwds.pa.gov).
2. Search for the program that will be moved by using these steps:
  - a. Click *Services* in the *Quick Links* box on the left side of the page or hover over the *Services* menu and click *Services List*.
  - b. On the *Provider Service List* page, ensure the *Provider Program Type* displays *ETPL*. Click the appropriate year from the *ETPL Year* drop-down menu. Click *Search*.
  - c. A list of all programs will display.
3. Click the radio button for *Select* next to the program that needs moved.
4. Scroll down to the bottom of the page and click *Move* from the drop-down menu for *Quick Link*. Click *Go*.
5. The *Provider Business Folder List* page displays. Click the radio button for *Select* next to the folder where the program is going to be moved to and click *Select*.
6. The *Provider Service List* screen displays with a confirmation message that reads, *Service has been successfully moved*.

### Online Appeal Procedures

If a course/program is rejected, the institution will receive a system-generated email, or sent a letter 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 local or state, as well the reason for the rejection.

All initial appeals must be electronically filed through the [www.cwds.pa.gov](http://www.cwds.pa.gov) website within thirty (30) calendar days from the rejection.

1. Log in to the provider business folder at [www.cwds.pa.gov](http://www.cwds.pa.gov).

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2. Search for the program that will be appealed by using these steps:
  - a. Click on *Services* in the *Quick Links* box on the left side of the page or hover over the *Services* menu and click *Services List*.
  - b. On the *Provider Service List* page, ensure the *Provider Program Type* displays *ETPL*. Click the appropriate year from the *ETPL Year* drop-down menu. Click *Search*.
  - c. A list of all programs will display.
3. Click the radio button for *Select* next to the rejected course/program. Scroll to the bottom of the page and click *Appeal* from the drop-down menu for *Quick Link*. Click *Go*.
4. The *Create Appeal* screen will display. Enter the email address of the appropriate Local Point of Contact for *To*, to appeal a local rejection. If appealing a state rejection, enter ra-li-bwpo-ccs@pa.gov for *To*, and enter your email address for *From*. A list of email addresses for local staff can be found on pages six (6) and seven (7) of this document. The subject line is prepopulated. Enter detailed information in the *Reason for Appeal*. Click *Submit*.
5. The *Provider Service List* screen will display with a confirmation message that reads, *Service successfully appealed*.

By completing these steps, the appeal process commences.

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.

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](http://www.cwds.pa.gov).
2. Search for the program that needs to be edited by using these steps:
  - a. Click *Services* in the *Quick Links* box on the left side of the page or hover over the *Services* menu and click *Services List*.

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- b. On the *Provider Service List* page, ensure the *Provider Program Type* displays *ETPL* and click *Current Year* from the drop-down menu for *ETPL Year*. Click *Search*.
  - c. The page will refresh and a list of all programs there were submitted will display.
3. Click the radio button for *Select* next to the program that requires an edit. Scroll down to the bottom of the page and click *Edit*.
4. The *Service Application Review* screen displays. Click *Edit* for the section of the application that requires editing. Edit all sections that need changed 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 of the application will change to *State Approved Pending WIB Approval*. If it was not, 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 provider business folder at [www.cwds.pa.gov](http://www.cwds.pa.gov).
2. Search for the program that needs to be edited by using these steps:
  - a. Click *Services* in the *Quick Links* box on the left side of the page or hover over the *Services* menu and click *Services List*.
  - b. On the *Provider Service List* page, ensure the *Provider Program Type* displays *ETPL* and click *Current Year* from the drop-down menu for *ETPL Year*. Click *Search*.
  - c. The page will refresh and a list of all programs that were submitted will display.
3. Click the radio button for *Select* next to the program that needs withdrawn. Scroll down to the bottom of the page and click *Withdraw* from the drop-down menu for *Quick Link*. Click *Go*.
4. The *Reason For Service Status Change* screen will display. Enter the reason for the program's withdrawal and click *Submit*.
5. A pop-up will appear stating, *Service application has been successfully withdrawn*. Click *OK*.
6. The *Provider Service List* screen displays. Click *Withdrawn* from the drop-down menu for *Service Status*. Click *Search*. The results include all programs that have been withdrawn.

### Completing Attendance Forms

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

1. Log in to the provider business folder at [www.cwds.pa.gov](http://www.cwds.pa.gov).
2. Click *Search Participant Service* in the *Quick Links* box on the left side of the page or hover over the *Services* menu and click *Participants*. The *Participant Service List* screen displays.



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3. Click *ETPL* from the *Provider Program Type* drop-down menu. Click *Get Service Category* and click *Training* from the *Service Category* drop-down menu. Click *Get Service Type* and click *Training* from the *Service Type* drop-down menu. Click *Search*.
4. The List of Participants displays. Click on the radio button for *Select* next to the *Participant ID*. Scroll to the bottom of the page and click *Attendance* from the *Create Form* drop-down menu. Click *Create Form*.
5. The *Create Attendance* screen displays. Click *Enter Daily Attendance*. Click the appropriate attendance from the *Daily Attendance* drop-down menu. If *Absence but absence not justified* is selected for any day in *Daily Attendance*, the training provider must enter an explanation in the *Explain Days Marked Absent but Absence Not Justified* box. Training providers should use *Absence but absence justified* for any day that training is not scheduled or the school is accepting the student's absence reason.
6. Answer the remaining required questions and click the box verifying, *The answers in Part A are in accordance with our records and correct to the best of my knowledge*. Click *Submit For Review*. If all information is correct, click *Submit* or *Submit And Add Another Week*.

## 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) **WIA/WIOA** and 2) **ALL** (WIA/WIOA and Non-WIA/WIOA). Non-WIA/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 WIA/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, 2<sup>nd</sup> quarter – 41%**  
This measure is calculated by dividing the number of program completers who are in unsubsidized employment in the 2<sup>nd</sup> quarter after exit based on wages by the number of individuals who completed the program during the reporting period.
3. **Entered Unsubsidized Employment, 4<sup>th</sup> quarter – 42%**  
This measure is calculated by dividing the number of program completers who are in unsubsidized employment in the 4<sup>th</sup> quarter after exit based on wages by the number of individuals who completed the program during the reporting period.
4. **Median Quarterly Wage – \$5211**  
This measure is calculated by using Pennsylvania Wage Record information and WRIS data (if necessary).

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### 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, in an effort 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 WIA/WIOA and/or All. If the population for each is less than ten (10), all performance measures will be waived.

For example, if the WIA/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 WIA/WIOA measures.

If the WIA/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 All and WIA/WIOA 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 general 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 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 offers assistance with the performance requirements for the calculation of performance. 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 time period in CWDS 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 CWDS. Only training provider staff and authorized state-level officials will be able to access the performance data until the application has been approved. After the application has been approved, the participant data will no longer be accessible.

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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 CWDS 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 2018 will utilize the reporting period April 1, 2016 through March 31, 2017, 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 CWDS 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
04/01/2018 - 06/30/2018	10/01/2015 - 09/30/2016
07/01/2018 - 09/30/2018	01/01/2016 - 12/31/2016
10/01/2018 - 12/31/2018	04/01/2016 - 03/31/2017
01/01/2019 - 03/31/2019	07/01/2016 - 06/30/2017
04/01/2019 - 06/30/2019	10/01/2016 - 09/30/2017

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.



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.*

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### 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.

#### TRAINING AND PERFORMANCE MANUAL ENTRY

**Reporting Period:**

\* Social Security Number:  -  -

\* Credential Identification:

(Upon completion, did participant receive a recognized post-secondary credential?)

\* WIA/WIOA Identification:

(Was participant receiving Workforce Investment Act or Workforce Innovation and Opportunity Act funding?)

\* Complete Identification:

(Participant completed the course or program)

\* Scheduled Completion Identification:

(Participant was scheduled to complete course or program within reporting period identified)

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<input type="text"/> *	Participation End Date: <input type="text"/> - <input type="text"/> - <input type="text"/> Select Date
(Date the participant actually exited the course or program)	

**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.



### 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 WRIS. WRIS 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 WRIS Data Sharing Agreement with other states, the wage information will be suppressed if the course/program serves less than three (3) individuals.**

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 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 one hundred (100) percent. Below is a spreadsheet for reference purposes that outlines the calculations for each measure.

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### 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. Course/program applications cannot be approved until the report is received by the local board. 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

##### Performance Measures

Row	Display Results	Participants
1	<b>(WIA/WIOA)</b> How many WIA/WIOA participants were served during the reporting period? *This establishes the threshold.	<input type="text"/>
2	<b>(WIA/WIOA)</b> Number of participants scheduled to complete the applicable program:	<input type="text"/>
3	<b>(WIA/WIOA)</b> Number of participants who completed the applicable program:	<input type="text"/>
4	<b>(WIA/WIOA)</b> Number of participants who completed the applicable program and are in unsubsidized employment in the 2 <sup>nd</sup> quarter after exit based on wages:	<input type="text"/>
5	<b>(WIA/WIOA)</b> Number of participants who completed the applicable program and are in unsubsidized employment in the 4 <sup>th</sup> quarter after exit based on wages:	<input type="text"/>

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6	<b>(WIA/WIOA)</b> Median quarterly wage of participants who have completed the applicable program and have 2 <sup>nd</sup> quarter after exit wages:	\$ <input style="width: 80px; height: 20px;" type="text"/>
7	<b>(WIA/WIOA)</b> Number of participants who completed this program and attained a recognized Post-Secondary Credential:	<input style="width: 80px; height: 20px;" type="text"/>
8	<b>(All)</b> How many WIA/WIOA and Non-WIA/WIOA individuals were served during the reporting period? *This establishes the threshold.	<input style="width: 80px; height: 20px;" type="text"/>
9	<b>(All)</b> Number of individuals participating in the applicable program scheduled to complete the program:	<input style="width: 80px; height: 20px;" type="text"/>
10	<b>(All)</b> Number of individuals who completed the program:	<input style="width: 80px; height: 20px;" type="text"/>
11	<b>(All)</b> Number of individuals who completed the applicable program and are in unsubsidized employment in the 2 <sup>nd</sup> quarter after exit wages:	<input style="width: 80px; height: 20px;" type="text"/>
12	<b>(All)</b> Number of individuals who completed the applicable program and are in unsubsidized employment in the 4 <sup>th</sup> quarter after exit wages:	<input style="width: 80px; height: 20px;" type="text"/>
13	<b>(All)</b> Median quarterly wage of individuals who have completed the applicable program and have 2 <sup>nd</sup> quarter after exit wages:	\$ <input style="width: 80px; height: 20px;" type="text"/>
14	<b>(All)</b> Number of individuals who completed this program and attained a recognized Post-Secondary Credential:	<input style="width: 80px; height: 20px;" type="text"/>

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 LWDA for 'Course/Program' approval.

**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 ninety (90) calendar days.

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 not 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.

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- **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 an ongoing basis. To view training providers' available training programs on the statewide ETPL list, visit [www.jobgateway.pa.gov](http://www.jobgateway.pa.gov) and access the menu for Career Services>Training Opportunities.

You can search using keywords for course title and provider, or keywords for location such as county, city or a zip code radius. The search results can be narrowed to focus on the county, city, program type, course title, provider, apprenticeship, delivery method, Pell grant eligible and trade master agreement related parameters. Program information available includes a training program description, expected outcome, course length and additional information useful to consumers.