

TENNESSEE DEPARTMENT OF LABOR AND  
WORKFORCE DEVELOPMENT



# WIOA Eligible Training Provider Help Guide



TABLE OF CONTENTS

Common Acronyms and Abbreviations ..... 3

I. Accessing the Log-In Page ..... 4

II. New User Registration ..... 4

Manage Your Provider Profile

III. Provider Demographic Information ..... 9

IV. Adding Satellite Locations ..... 13

V. Adding Additional Contacts ..... 15

VI. Adding Programs ..... 17

    A. Program Occupation Details ..... 20

    B. Cost Details ..... 21

    C. Select Applicable Locations ..... 22

    D. Program / Service Skills ..... 23

    E. Program / Service Performance ..... 24

    F. Confirm Your Application ..... 25

    G. Submit Documentation to Your LWIA ..... 26

    H. Processing Your Application ..... 28

VII. Quarterly Reports ..... 29

VIII. Subsequent Eligibility ..... 29

## Common Acronyms and Abbreviations

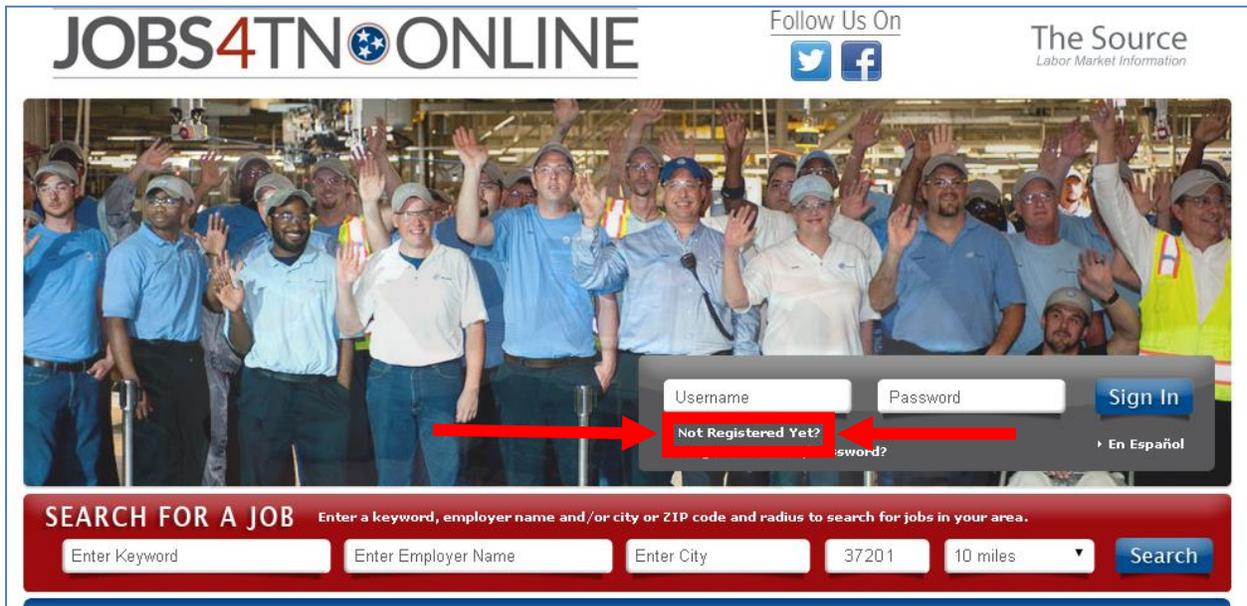
Below is a list of commonly used acronyms and abbreviations used within the Tennessee Department of Labor and Workforce Development as it pertains to this document.

DPSA	Division of Postsecondary School Authorization (THEC)
ETPL	Eligible Training Provider List
Jobs4TN	<a href="http://www.jobs4tn.gov">www.jobs4tn.gov</a>
LWDA	Local Workforce Development Area (under WIOA)
LWDB	Local Workforce Development Board (under WIOA)
LWIA	Local Workforce Investment Area (under WIA)
SACS	Southern Association of Colleges and Schools
TBR	Tennessee Board of Regents
THEC	Tennessee Higher Education Commission
TDLWD	Tennessee Department of Labor and Workforce Development
WIA	Workforce Investment Act of 1998
WIOA	Workforce Innovation and Opportunity Act of 2014 (supersedes WIA)

This document is to aid existing training providers through various items in their provider dashboard. Prior to submitting a new program, the program(s) must have received prior approval from your state governing/authorizing body.

## I. Accessing the Log-In Page

To access your provider dashboard please visit [www.jobs4tn.gov](http://www.jobs4tn.gov). There is a log in box where you are to enter you username and password. If you are an individual who needs online access for an existing training provider, you will need to register by clicking the “Not Registered Yet?” link found in the sign in box on the Jobs4TN home page as seen below.



## II. New User Registration

After clicking the “Not Registered Yet?” link you will be directed to a page yielding several registration options. As an existing training provider, you will want to select the “Provider” link found in the “Option 2 - Create a User Account” box.

**Option 2 - Create a User Account**

If you would like to become a fully registered user with JOBS4TN.GOV and have access to all of our online services, select one of the following account types. If you are not sure if you need to register on the system, learn more about the benefits of registering on the [Why Register?](#) page.

**Register and create a user name and password if you would like your information choices to be saved as you go through *The Source*. Saving these choices will help you move quickly as you use the system this time and in the future.**

[Individual](#) - Register as this account type if you are an individual and wish to search for the latest job openings, post a resumé online, find career guidance, search for training and education programs, find information on local employers, etc.

[Employer](#) - Register as this account type if you represent an employer and wish to post job openings online, search for candidates for your jobs, view local industry or labor market information, etc.

[Analyst](#) - Register as this account type if you are a labor market information or economic development professional looking to analyze area, occupation, and industry data over different geographical regions and time periods.

[Provider](#) - Register as this account type if you are a training provider who wishes to enter or update your available courses for use in the system. Once a new account request is approved, you will be able to enter information about your courses, such as costs, schedules, credentials, etc. Providers can also request WIA approval for specific courses.

**Option 3 - Forgot User Name or Password**

If you have forgotten your user name and/or password, please click [Retrieve User Name or Password](#).

The blue question mark appears on most pages to provide additional help.

- As an existing training provider, you will want to select the first option stating that you “wish to be added to my institution’s existing account.” Click *Next* after making your selection.

\* indicates required fields. ? For help click the question mark icon.

**Login Information**

\* User Name:  Enter Unique User Name (3 - 20 Characters, letters or numbers)

\* Password:  Enter Password (8 - 18 characters, and must include at least one uppercase letter, one lowercase letter, one number and one special character. Allowable characters are !, @, #, \$, %, ^, \*, (, ), ., \_

\* Confirm Password:

\* Security Question:  None Selected ▼

\* Security Question Response:  Hint to help if you have forgotten your password.

**Federal Employer ID**

\* Federal Employer ID No. or Social Security Number:  Do not enter dashes. Example 999001111

Type of Identification:  Social Security Number  Federal Employer Identification Number

**Institution Identification**

\* Institution Name:

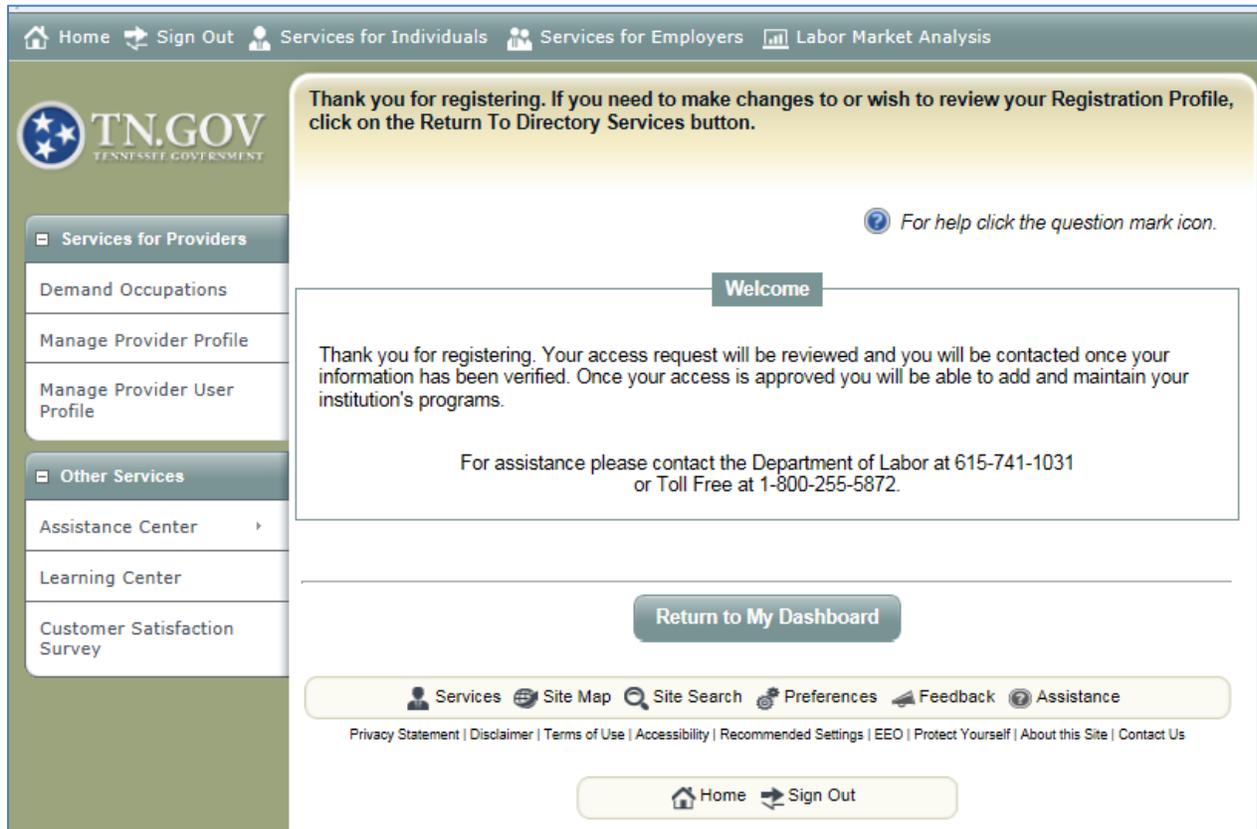
Institution Code/BPA# (if you are a current provider):

**Institution Primary Location**

\* Address 1:

Address 2:

- All information marked with \* is required.
- At the time of the submission of a new provider application only one user will be on file. Although, after an application has been approved, other users can be added by registering as seen above. The additional user(s) would select “I own, represent, or work for an educational institution (school, university, etc.) and wish to be added to my institution's existing account” and fill out the information accordingly.
- All information entered for your institution should be entered as it currently appears on the ETPL. Please visit the [Jobs4TN provider search page](#) to access your provider information. This can be access by visiting [www.jobs4tn.gov](http://www.jobs4tn.gov), click Education and Training Data under Special Services, and then click Training Providers and Schools.
- After continuing from this page, the following will appear:



- In order to access your provider information your user registration must first be approved by State staff. If you have questions regarding your user registration, please contact Nina Webster at [Nina.Webster@tn.gov](mailto:Nina.Webster@tn.gov).
- You will not be able to access your Provider Profile until your username has been activated for use.
- To expedite username activation, email Nina Webster immediately following registration.

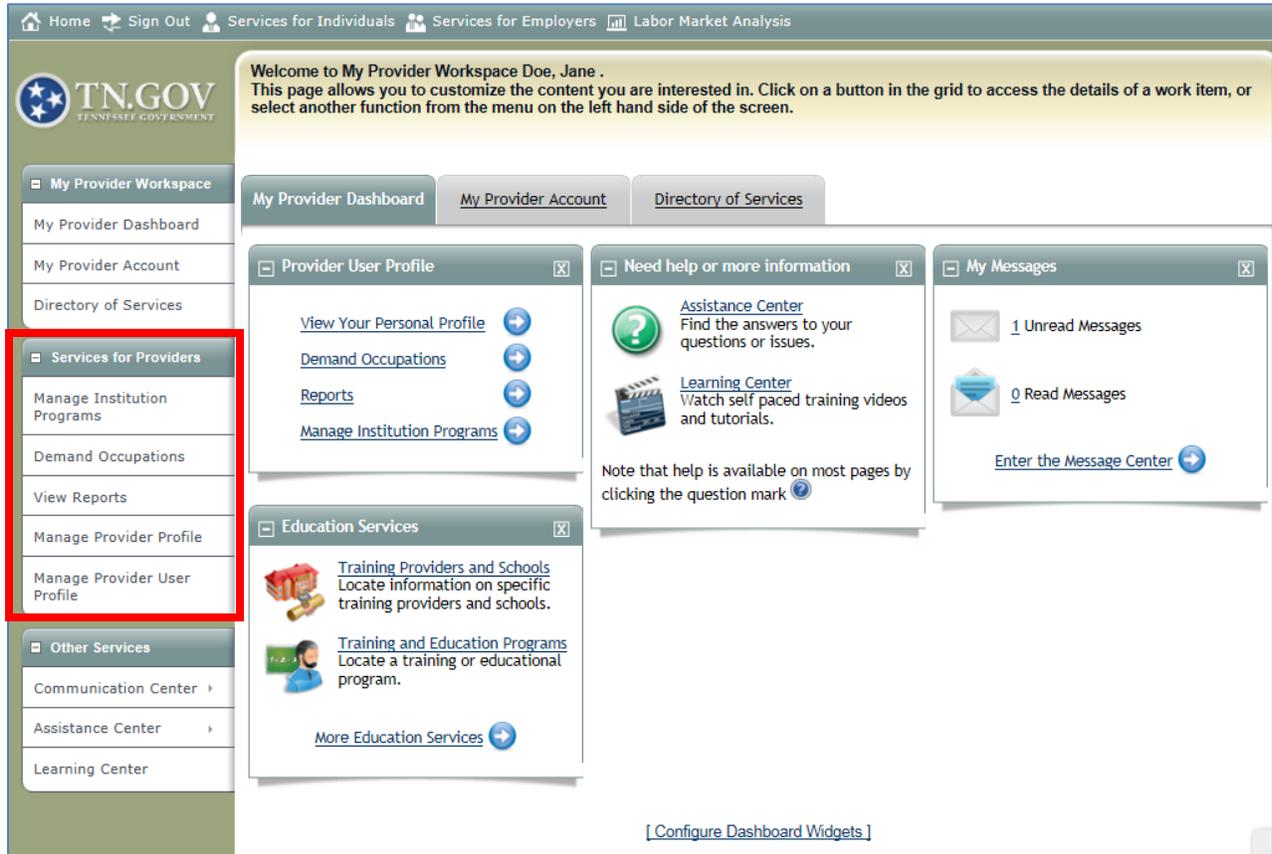
- At any time you can access your entered user information by logging in at [www.jobs4tn.gov](http://www.jobs4tn.gov) and clicking the Manage Provider User Profile link found in the Services for Providers box in the left side bar.

The screenshot displays the 'Manage Provider User Profile' page. On the left, a navigation menu includes 'Services for Providers' (with sub-items: Demand Occupations, Manage Provider Profile, **Manage Provider User Profile**, and Manage Provider User Profile) and 'Other Services' (with sub-items: Assistance Center, Learning Center, and Customer Satisfaction Survey). The main content area is divided into sections: 'Login Information' (Registration Date: 06/18/2015, User Name: Name used to log into provider dashboard, Security Question: What is your pet's name?, Security Question Response: Jane), 'Institution Identification' (Institution Name: Institution Name should match ETPL listing, Federal Employer ID No. or Social Security Number: FEIN or SSN), 'Institution Primary Location' (Address 1: 120 White Bridge Road, City: Nashville, State: Tennessee, Zip: 37219), and 'Provider Contact Information' (Provider User Access: Pending Access). Red boxes highlight the 'Manage Provider User Profile' link in the sidebar and the 'Pending Access' status in the contact information section.

- In the Provider Contact Information section, found at the bottom of the page, you will be able to see the status of your user access.
- After your user access is activated you will be able to click on the Manage Provider Profile link and manage your provider information.

## Manage Your Provider Profile

After your user profile has been made active below shows what your provider workspace looks like after logging in at [www.jobs4tn.gov](http://www.jobs4tn.gov).



- The Services for Providers box contains the necessary links to edit your provider information (i.e. address), program information (costs, length, etc), submit additional programs as well as manage your own user profile in the case of having an email or phone number update.

### III. Provider Demographic Information



- Clicking Manage Provider Profile will allow you to view and edit the information for your institution that currently appears on the ETPL.

\* indicates required fields. ? For help click the question mark icon.

**Provider Information**

\* Status:  Active  Inactive

\* LWIA Region: State

Linked Employer:  [ [Search For Employer](#) ]

Vendor ID:

\* FEID/SSN: 991111119

\* Provider Name 1: TEST ETPL PROVIDER

Provider Name 2:

\* Address 1: 1234 Test Address Drive

Address 2:

Note: By entering the Zip Code first, the system will automatically populate the City and State fields.

\* City: Nashville

\* State: Tennessee

\* Zip: 37201

URL:   
Enter URL e.g. (<http://www.companysite.com>)

Type of Business: None Selected

State Use 1:

State Use 2:

State Use 3:

State Use 4:

State Use 5:

- The “Status” field cannot be changed. It can only be changed by staff.
- Your “LWIA Region” should be set to State... this allows all career center staff to have access to your school within the system.
- Fields beginning with “State Use...” are not applicable. You are not required to enter or have information contained in these fields. Your Local Workforce Development Area (LWDA) may opt to add information here.

Billing Address Information

Populate the Billing Address from: [Provider's Main Address](#)

\* Billing Address 1:  Provider's Main Address

Billing Address 2:

\* Billing City:

\* Billing State:  ▼

\* Billing Zip:

\* Attention:

Mailing Address Information

Populate the Mailing Address from: [Provider's Main Address](#) | [Provider's Billing Address](#)

\* Mailing Address 1:

Mailing Address 2:

\* Mailing City:

\* Mailing State:  ▼

\* Mailing Zip:

\* Mailing Attention:

- If the billing or mailing address information is the same as your previously entered main address, you can populate the Billing Address or Mailing Address fields by clicking the applicable link (i.e. Provider’s Main Address).
- Be sure to include an appropriate contact person in the “Attention” field. This can be the same person.
- After completing all required fields click “Save.”
- Missing information from required fields can cause your institution to not appear in certain instances for career center staff so it is important that these required fields are complete. (This mainly affects providers who were converted from the old system.)

## EXISTING WIOA ELIGIBLE TRAINING PROVIDER HELP GUIDE

**CRS Provider Information**

Enter the required CRS information for this provider. Once you have completed the information, click the Save button. To cancel your changes and return to the previous screen, click the Cancel button.

\* indicates required fields. For help click the ? icon.

Institution Name: TEST ETPL PROVIDER

\* Institution Type:

\* Institution Ownership:

Years in Business:

Disabled Access:  Yes  No

ADA Compliant:  Yes  No

\* Institution Description:

\* Main Telephone Number:  -  -

Main Email Address:

Is this a Community College?  Yes  No

\* Accreditation:  Yes  No

Accrediting Body:

Career Assessment Available:  Yes  No

Career Counseling Available:  Yes  No

Job Placement Assistance Available:  Yes  No

Tutorial Services Available:  Yes  No

ESL Courses Available:  Yes  No

- It is best to answer as many questions and selections as possible, regardless of them being required or not.
- The Accrediting Body drop-down menu references nationally recognized accrediting bodies. This may not apply to all schools.
- Be sure to click Save to keep all entered/updated information.

The General tab on your “My Provider Workspace” page will display a summary of information you previously entered and saved.

Use this folder to manage the Provider's general information.

**General**      [Locations](#)      [Contacts](#)

Thank you for registering. Your access request will be reviewed and you will be contacted once your information has been verified. Once your access is approved you will be able to add and maintain your institution's programs and active provider profile. If you have any questions, please contact:

Contact information needs to be provided.

**Provider: TEST ETPL PROVIDER**

**Provider Details**

**Status:** Inactive  
**LWIA Region:** State  
**Linked Employer:** N/A  
**Vendor ID:** 0  
**Provider Name 1:** TEST ETPL PROVIDER  
**Provider Name 2:**  
**Address 1:** 1234 Test Address Drive  
**Address 2:**  
**City:** Nashville  
**State:** TN  
**Zip:** 37201  
**URL:**  
**Type of Business:**  
**Bill Address 1:** 1234 Test Address Drive  
**Bill Address 2:**

#### IV. Adding Satellite Locations

**General**      **Locations**      [Contacts](#)

**Provider: TEST ETPL PROVIDER**

Status: Active ▾

**Provider's Location Details**

Location ID	Location Name	Primary Address	Contacts	Active	Action
5783	TEST ETPL PROVIDER	1234 Test Address Drive Nashville TN 37201	None Listed	Active	<a href="#">Edit Contacts</a>

[Add Location](#)

- Clicking the Locations tab will display information for your institution. The previously entered information can be edited by clicking the “Edit” link in the Action column.
- If your school has satellite campuses, you can add these locations by clicking the Locations tab. Click the Add Location button and fill in all known information.

**My Provider Workspace**

- My Provider Dashboard
- My Provider Account
- Directory of Services

**Services for Providers**

- Manage Institution Programs
- Demand Occupations
- View Reports
- Manage Provider Profile
- Manage Provider User Profile
- Education Services

**Other Services**

- Communication Center
- Assistance Center
- Learning Center

\* indicates required fields. For help click the question mark icon.

### Provider Location Information

\* Status:  Active  Inactive

\* Vendor ID:  [\[Populate with Provider's Vendor ID\]](#) !

\* Location Name 1:

Location Name 2:

\* Address 1:

Address 2:

\* City:

\* State:  ▼

\* Zip:

URL:

### Billing Address Information

Populate the Billing Address from:  
[Above Address](#) | [Provider's Main Address](#) | [Provider's Billing Address](#)

\* Billing Address 1:

Billing Address 2:

\* Billing City:

\* Billing State:  ▼

\* Billing Zip:

\* Attention:

## V. Adding Additional Contacts

Clicking “Contacts” in the Action column on the Locations tab will only display contact persons and not allow for you to edit/add contacts. To add a contact person, click the Contacts tab.

The screenshot shows the TN.GOV provider management interface. On the left is a navigation menu with sections: 'My Provider Workspace' (containing My Provider Dashboard, My Provider Account, Directory of Services) and 'Services for Providers' (containing Manage Institution Programs, Demand Occupations, View Reports, Manage Provider Profile, Manage Provider User Profile, Education Services). The main content area has a header 'Use this folder to manage the Provider's contact information.' and a user profile picture. Below the header are three tabs: 'General', 'Locations', and 'Contacts' (highlighted with a red box). The 'Contacts' tab displays 'Provider: TEST ETPL PROVIDER' and 'Location Status: Active'. A dropdown menu is labeled 'Display contacts associated with the selected location of:' and shows 'TEST ETPL PROVIDER - 1234 Test Address Drive Nashville TN 37201' (highlighted with a red box). Below this is a section titled 'Provider's Contact Details' with the message 'You currently have no saved contacts' and an 'Add Contact' button (highlighted with a red box).

Select the location from the drop-down menu in which you would like to add a contact person for. Locations added via the “Locations” tab will display in the drop-down menu. After selecting the location, click “Add Contact.”

- Contacts added here are separate from adding users as seen in II. New User Registration. The contact persons added on this screen will display on the ETPL for the public to see. System Users have access to provider information without their contact information being displayed on the ETPL.

**Add a new provider contact**

GOVERNOR Bill Haslam

\* indicates required fields. For help click the question mark icon.

**Contact Information**

\* Status:  Active  Inactive

\* First Name:

Middle:

\* Last Name:

Contact Title:

\* Telephone:  -  -  Ext:

Fax:  -  -

Selected	Location ID	Location Name	Location Address	Contact Type
<input checked="" type="checkbox"/>	5783	TEST ETPL PROVIDER	1234 Test Address Drive Nashville, TN 37201	Primary

**E-mail Address**

Primary E-mail:

- Provide information associated with the contact person.
- Click the appropriate location check box(es) for the contact person being entered.
- Select the appropriate contact type from the drop-down menu.
- It is always best to fill in as much information as possible regardless of whether the field is required or not.
- There is a Notes field for you to enter any pertinent information regarding the entered contact person.
- Once your contact person’s information is saved, it will display on the Contacts tab as seen below.

**General** **Locations** **Contacts**

Provider: TEST ETPL PROVIDER

Location Status:

Display contacts associated with the selected location of:

**Provider's Contact Details**

Contact ID	Contact Name	Location	Telephone	Location Status	Action
712	Jane Doe	TEST ETPL PROVIDER - Primary	615-555-1234	Active	<a href="#">Edit</a> <a href="#">Locations</a>

## VI. Adding Programs

It is best to communicate with your LWDA beforehand (see pages 27-28 for your LWDA's contact information) in order to make an informed decision as to which programs to submit.

The screenshot shows the TN.GOV provider portal interface. At the top, there are navigation links for Home, Sign Out, Services for Individuals, Services for Employers, and Labor Market Analysis. The main content area is titled "Use this folder to manage the Provider's program and service information." Below this, the provider is identified as "TEST ETPL PROVIDER" with a dropdown menu set to "Active" services. A section titled "Self Service Education Program Details" contains a table with columns for "Service Name", "Service Description", "Status", and "Review Status". The table currently displays "No data available". A red box highlights the "Manage Institution Programs" link in the left sidebar under the "Services for Providers" section. Another red box highlights the "Add Self Service Education Program" button at the bottom of the table.

To add a program:

- Click the "Manage Institution Programs" link found in the "Services for Providers" section of the left side bar.
- Click the "Add Self Service Education Program" button link

\* indicates required fields. ? For help click the question mark icon.

**Provider: TEST ETPL PROVIDER**

**General Information**

\* Status:  Active  Inactive

\* CIP Code: None Selected

\* Program / Service Name:

Program / Service Description:   
(2000 characters max.)

Green Job Training:  Yes  No [What is a green job?](#)

\* WIA Program:  Yes  No

Completion Level:

\* Attain Credential:

Other, Specify:

Certification / License Title:

Certification / License Type:  National Certification or License  
 State Certification or License  
 Regional Certification or License  
 Certification or License Does Not Apply

\* Date Program First Offered:   (mm/dd/yyyy)

Pell Grant Eligible:  Yes  No

- When filling in your program information you will need to select the “Search for CIP Code” link in order to fill in the CIP Code information for your program of study. There are several options you may use to search for the appropriate CIP Code. In the example below, the “Programs by Keyword” tab is used to obtain the CIP Code. (see screen shots below)
- It is important to select “Yes” as the response for “WIA Program:”... this cannot be changed after it has been submitted. If you select No and submit the program for approval it cannot be changed to Yes nor will students be able to receive funding for the submitted program.

? For help click the question mark icon.

Programs by Keyword
Programs by Program Area
Program Listing
Programs by Occupation
Programs by Career Cluster
Programs by Program Code

**Search for a program by keyword(s)**

Type your keywords in the box and click the *Search* button.

transportation

[\[ Keyword Search Options \]](#)

Search

Click [Program Listing](#) to see an alphabetical list of all available program titles.

Type in your keyword in the box and click “Search.” The results will display. From this list, select the most appropriate option by clicking the program. It will then populate the “CIP Code:” field.

Programs by Keyword
Programs by Program Area
Program Listing
Programs by Occupation
Programs by Career Cluster
Programs by Program Code

**Search for a program by keyword(s)**

Here is a list of programs that matched your keyword search. The table below also indicates whether the keyword was found in the title or description of each program. To select a program, click on its title.

Program	Program Title	Program Description	CIP Title	CIP Description
<a href="#">Air Transportation, Other. (490199 )</a>			✓	✓
<a href="#">Marine Transportation, Other. (490399 )</a>			✓	
<a href="#">Railroad and Railway Transportation, (NEW) (490208 )</a>			✓	
<a href="#">Traffic, Customs, and Transportation Clerk/Technician. (520410 )</a>			✓	
<a href="#">Transportation and Materials Moving, Other. (499999 )</a>			✓	
<a href="#">Transportation/Transportation Management. (520209 )</a>			✓	✓
<a href="#">Ground Transportation, Other. (490299 )</a>			✓	
<a href="#">Transportation and Highway Engineering. (140804 )</a>			✓	
<a href="#">Aeronautics/Aviation/Aerospace Science and Technology, Gener (490101 )</a>				✓
<a href="#">Civil Engineering, General. (140801 )</a>				✓
<a href="#">Hydraulics and Fluid Power</a>				✓

\* Status:  Active  Inactive

\* CIP Code: 490299 - Ground Transportation, Other.  
[ Search for CIP code ]

\* Program / Service Name: Truck Driving

Program / Service Description: Any instructional program in vehicle and equipment operation not listed above.

HELP GUIDE FOR TRAINING PROVIDERS

Page 19

- When entering program information, enter it exactly as it has been approved by your (TN) State authorizing/governing body (i.e. THEC, TBR, SACS, etc)
- Do not submit programs that have not been approved by your authorizing/governing body
- It is always best to complete as many fields as possible, regardless of them being required or not
- Once all information has been entered click Save
- After you have saved your information, you will see a summary page with fields to add program information

### A. Program Occupation Details

Click on “Edit Occupation Details” under Program/Service Occupations

From here you are to select all applicable occupations. If none exists, click Cancel and continue completing the application.

## B. Cost Details

To add cost information select the “Edit Cost Details” link under “Program/Service Cost Details and follow the links as displayed

**Program / Service Cost Details**

Cost Title	Cost Value
No data available	
Total Amount	\$0.00

[\[ Edit Cost Details \]](#)

**Service Cost Information**

**Please ensure that the amounts entered are the costs for 12 Months**  
Note: \$0.00 is permitted for cost fields in the Self Service Education Services cost details screen.

\* Add Cost Items [\[ Add Cost Items \]](#)

\* Total Amount: \$ 0.00

**Click on any cost item below to select it.**

Code	Item
149	<a href="#">Total CRS Training Costs</a>

My Provider Dashboard  
 My Provider Account  
 Directory of Services

**Services for Providers**

- Manage Institution Programs
- Demand Occupations
- View Reports
- Manage Provider Profile
- Manage Provider User Profile
- Education Services

**Other Services**

- Communication Center
- Assistance Center
- Learning Center

**Provider: TEST ETPL PROVIDER**  
**Program/Service: Truck Driving**

**Service Cost Information**

**Please ensure that the amounts entered are the costs for 12 Months**  
Note: \$0.00 is permitted for cost fields in the Self Service Education Services cost details screen.

\* Add Cost Items [\[ Add Cost Items \]](#) **Select**

\* Total CRS Training Costs: \$ 0.00

\* Tuition/Fee: \$ 0.00

\* Books: \$ 0.00

\* Tools: \$ 0.00

\* Other Costs: \$ 0.00

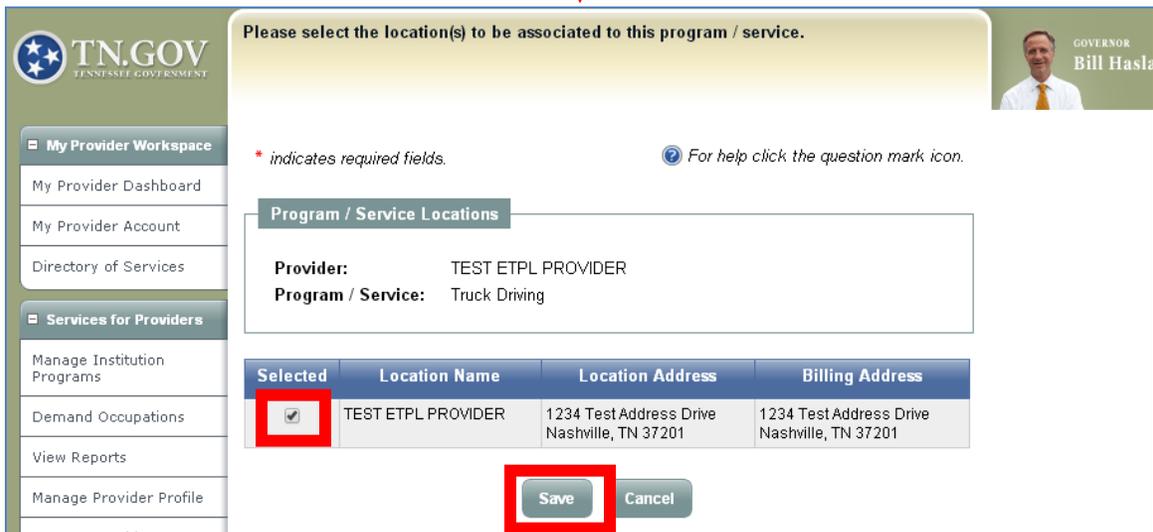
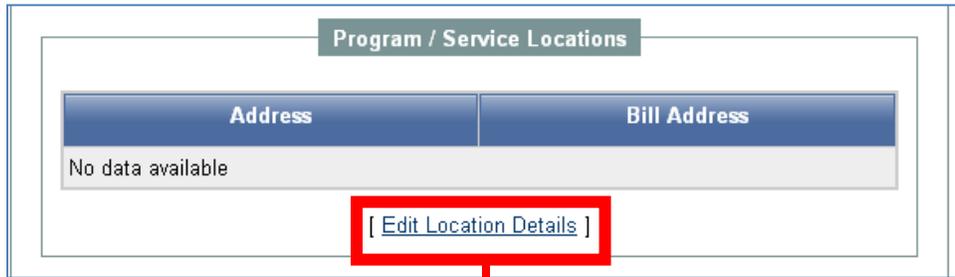
Comments:

\* Total Amount: \$ 0.00

- Enter all known cost information (Tuition, Books, etc.)
- To add a line item not listed, click on the “Add Cost Items” link
- If an amount is entered in “Other Costs,” provide an explanation of what the other costs are in the “Comments:” box
- Save when complete

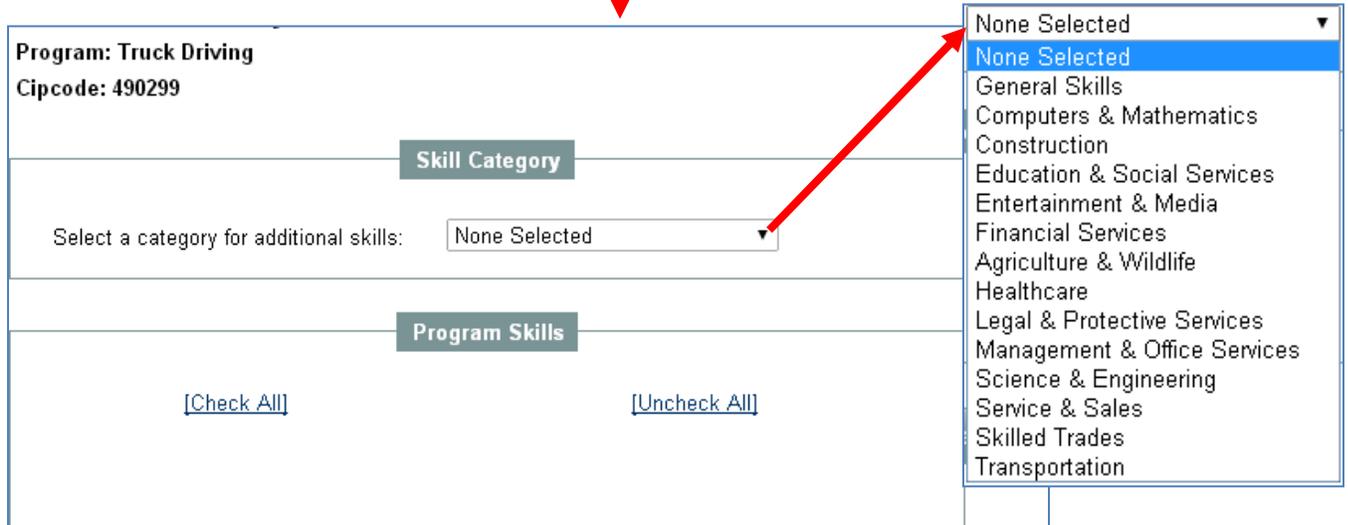
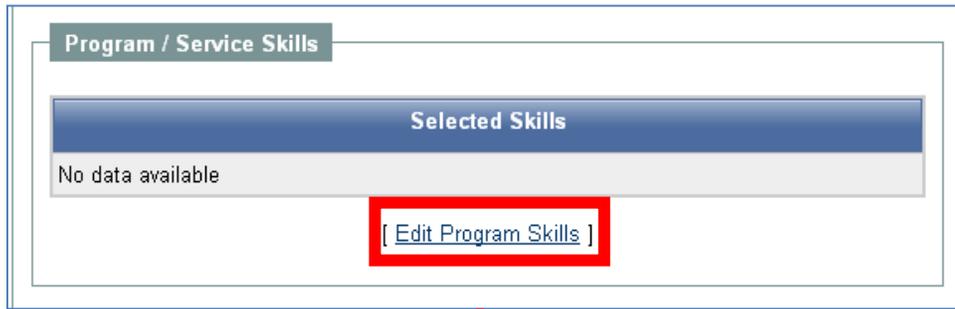
### C. Select Applicable Locations

You must select the location(s) where the entered program is offered. If you’ve only submitted one campus location then this is what you will select. If you entered additional locations (via the Locations tab) then these will become options on this page.



### D. Program / Service Skills

Click the "Edit Program Skills" link



- Select the appropriate category from the drop-down menu

The screenshot shows a web interface for selecting skills. At the top, there is a section titled "Skill Category" with a dropdown menu set to "Transportation". Below this is a section titled "Program Skills" containing two links: "[Check All]" and "[Uncheck All]". Underneath these links is a table with a header "Skill Description" and ten rows of skill descriptions, each with an unchecked checkbox.

Skill Description
<input type="checkbox"/> adhere to government aviation regulations
<input type="checkbox"/> analyze factors such as weather reports to determine air routes
<input type="checkbox"/> attach or mark identification onto products or containers
<input type="checkbox"/> calculate sighting of land using chart or sounding devices
<input type="checkbox"/> captain water vessels
<input type="checkbox"/> compare shipment contents to records
<input type="checkbox"/> complete record of production
<input type="checkbox"/> compute position, set course, or determine speed of vessel
<input type="checkbox"/> conduct preflight or in-flight tests or checks of aircraft equipment
<input type="checkbox"/> coordinate flight activities with ground personnel

- Select the applicable skill description options that apply
- There is also an option to select all options within the Skill Description box. This can be done by clicking the “Check All” link (this can be undone by clicking the “Uncheck All” link)
- Click the Save button found at the bottom of the screen when complete

**E. Program / Service Performance**

Whenever you submit a new program for approval you must enter performance information for the previous fiscal year. No program participant data is needed since there is none to report. Please enter 0 for performance data regarding program participants.

The screenshot shows a table titled "Program / Service Performance" with six columns: PY, Program, Completion Rate, Employment Rate, Employment Rate Related Occupation, and Average Wage. The table contains one row with the text "No data available". Below the table is a red-bordered button labeled "[ Edit Program Performance ]".

PY	Program	Completion Rate	Employment Rate	Employment Rate Related Occupation	Average Wage
No data available					

[ Edit Program Performance ]

- Click the “Edit Program Performance” link to add performance information for your program

- You will need to enter performance data for the most recent full year which you are to select from the “Program Year:” drop-down menu

\* Program Year:

Program	Completion Rate	Employment Rate	Employment Rate Related Occupation
Overall	<input type="text" value="0.00"/> %	<input type="text" value="0.00"/> %	<input type="text" value="0.00"/> %
WIA	<input type="text" value="0.00"/> %	<input type="text" value="0.00"/> %	<input type="text" value="0.00"/> %

**Program / Service Performance Summary**

Total number of program participants who exited the program during the program year.

Total number of program participants who completed (earned certificate, diploma, etc.) the program in the program year.

Total number of program exiters (earned certificate, diploma, etc.) who obtained unsubsidized employment after completion of the program.

Total number of program completers (earned certificate, diploma, etc.) who obtained unsubsidized employment in a related area after completion of the program.

Average hourly wage of all completers employed in the calendar quarter following their completion quarter.

- Programs being submitted for approval will not have program participant performance information
- Please provide a short description as to how your performance is measured in the box provided
- Once complete, click the Save button
- It is important to enter this information as it is used by the Local Workforce Development Area Boards in their decision making process when approving new programs

**F. Confirm Your Application**

**Program / Service Application Confirmation**

**Agreed to the confirmation statement:**

**Submit program for WIA Approval:**

[\[ Edit Confirmation \]](#)

- Click the “Edit Confirmation” link

**Program / Service Application Confirmation**

\* Providers requesting approval or re-approval of a training program must agree to the statement below.

The Program Description and Program Costs I am Posting on the website are currently listed in my catalog/brochure. The programs offered are available to the general public on a tuition basis.

I agree to complete the information required on the web site at the time of my approval request. This includes the completion information of all students registered in the program for the last and current Program Year.

---

Yes, I agree to the above statement.

---

Indicate if you want to submit this program for WIA Review and Approval at this time::

Yes, submit this program for WIA Approval.  
 No, do not submit this program for WIA Approval

- You must agree to the printed stated in order to submit your application for approval
- After selecting the check box in agreement with the statement you may submit your application by selecting the radio button next to “Yes, submit this program for WIA Approval.”
- Click “Save” when done

**Review Status:** To see the status of your application, log in and look in the “Program / Service Review Status” box. Here you will be able to view any items you failed to submit in your application along with the approval status of your program.

**Program / Service Review Status**

This program / service has not been reviewed.

Program/Service Occupations have not been entered.

WIA-Program has not been enabled for ITA-Approved Status.

**Review Date:**

**Application Status:** Applied For

**Review Status:** Not Reviewed

**Reapplication Date:**

### G. Submit Documentation to Your Local Workforce Development Area (LWDA)

After you have submitted your program application for approval you will need to submit all supporting documentation to the LWDA where your institution is located. The LWDA contacts are listed on pages 27-28. All institutions authorized by the Division of Postsecondary School Authorization with the Tennessee Higher Education Commission (THEC) are to provide a copy of any program approval letters that apply to the submitted programs. The program approval letter(s) should show the approval of your program’s name, cost, length and credential. Please note that your supporting documentation aids your LWDA in their approval process. If you have any questions regarding needed documentation please contact your LWDA listed on pages 27-28 below.

**LWIA 1 - Alliance for Business & Training**

*[Serving Carter, Johnson, Sullivan, Washington & Unicoi Counties]*

- Malenia Truelove, [mtruelove@ab-t.org](mailto:mtruelove@ab-t.org)
- Cindy Martin-Hensley, [chensley@ab-t.org](mailto:chensley@ab-t.org)
- Kathy Pierce, [kpierce@ab-t.org](mailto:kpierce@ab-t.org)

**LWIA 2 - Walters State Community College**

*[Serving Claiborne, Cocke, Grainger, Greene, Hamblen, Hancock, Hawkins, Jefferson, Sevier & Union Counties]*

- Don Shadow, [Joseph.Shadow@ws.edu](mailto:Joseph.Shadow@ws.edu), (423) 587-7036
- Fax: (423) 585-6769
- 500 S Davy Crockett Pkwy, Morristown, TN 37813

**LWIA 3 - Workforce Connections**

*[Serving Knox County]*

- Ray Abbas, [Ray.Abbas@tnccknnox.org](mailto:Ray.Abbas@tnccknnox.org)

**LWIA 4 - East Tennessee Human Resource Agency**

*[Serving Anderson, Blount, Campbell, Cumberland, Loudon, Monroe, Morgan, Roane & Scott Counties]*

- April Beaty, [abeaty@ethra.org](mailto:abeaty@ethra.org)
- Melinda Watson, [mfrost@ethra.org](mailto:mfrost@ethra.org)

**LWIA 5 - Southeast Tennessee Development District**

*[Serving Bledsoe, Bradley, Hamilton, McMinn, Marion, Meigs, Polk, Rhea & Sequatchie counties]*

- Anna Smith, [annas@sedev.org](mailto:annas@sedev.org)

**LWIA 6 - Workforce Solutions**

*[Serving Bedford, Coffee, Franklin, Grundy, Lincoln, Moore & Warren Counties]*

- Gary Morgan, [gmorgan@workforcesolutionstn.org](mailto:gmorgan@workforcesolutionstn.org)

**LWIA 7 - Upper Cumberland Human Resource Agency**

*[Serving Cannon, Clay, DeKalb, Fentress, Jackson, Macon, Overton, Pickett, Putnam, Smith, VanBuren & White Counties]*

- Luke Collins, [lcollins@uchra.com](mailto:lcollins@uchra.com)

**LWIA 8 - Workforce Essentials**

*[Serving Cheatham, Dickson, Houston, Humphreys, Montgomery, Robertson, Stewart, Sumner & Williamson Counties]*

- John Watz, [jwatz@workforceessentials.com](mailto:jwatz@workforceessentials.com), (931) 905-3502
- Fax: (931) 551-9026
- 523 Madison Street, Clarksville, TN 37040

**LWIA 9 - Nashville Career Advancement Center**

*[Serving Davidson, Rutherford, Trousdale, & Wilson Counties]*

- Terry Corbin, [Terry.Corbin@Nashville.gov](mailto:Terry.Corbin@Nashville.gov)
  - Fax to (615)862-8910 if documentation is unable to be emailed

**LWIA 10 - South Central Tennessee Workforce Board**

*[Serving Giles, Hickman, Lawrence, Lewis, Marshall, Maurry, Perry & Wayne Counties]*

- Brenda Sewell, [Brenda.Sewell@sctworkforce.org](mailto:Brenda.Sewell@sctworkforce.org)

**LWIA 11 - Southwest Tennessee Human Resource Agency**

[Serving Chester, Decatur, Hardeman, Hardin, Haywood, Henderson, McNairy & Madison Counties]

- April Brown, [aprilb@swhra.org](mailto:aprilb@swhra.org)
- Lucy Locke, [elocke@swhra.org](mailto:elocke@swhra.org)
- Fax: 731-983-3149
- P. O. Box 264, Henderson, TN 38340

**LWIA 12 – Northwest Tennessee Workforce Board**

[Serving Benton, Carroll, Crockett, Dyer, Gibson, Henry, Lake, Lauderdale, Obion, Tipton & Weakley Counties]

- Pamela Merritt, [merritt@nwtworks.org](mailto:merritt@nwtworks.org)
- Jennifer Bane, [jbane@nwtworks.org](mailto:jbane@nwtworks.org)

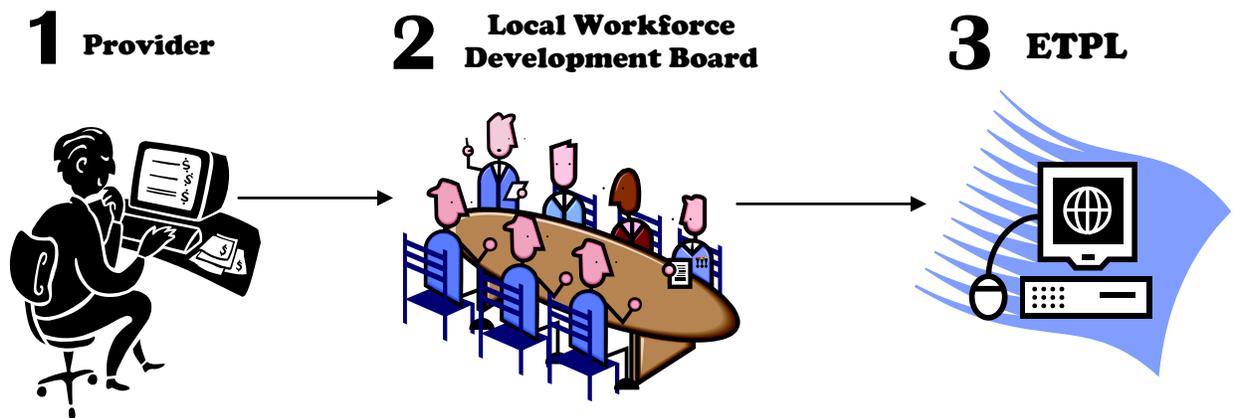
**LWIA 13 - Workforce Investment Network**

[Serving Fayette & Shelby Counties]

- Martha Mooneyhan, [martha.mooneyhan@workforceinvestmentnetwork.com](mailto:martha.mooneyhan@workforceinvestmentnetwork.com)

**H. Processing Your Application & Waiting on a Response**

After your application has been submitted, it goes to your Local Workforce Development Area Board to be processed and voted on for possible placement onto the Eligible Training Provider List.



**Wait for Local Workforce Development Board (LWDB) Response**

The wait time between submitting a New Program Application and receiving a response from your LWDB depends on several different factors. Two of those factors are the meeting schedule of your LWDB and your date of submission. If your application is submitted after your LWDB has met, you must wait until their next meeting to obtain a decision on your program(s) addition to the ETPL. Thus, to expedite the approval process, contact your LWDB for information concerning their application deadlines. To find the contact information for your LWDB, please reference pages 27-28.

Each LWDB is geographically different and creates their own criteria of approval based on numerous factors. Information regarding your LWDB’s criteria for approval should be obtained directly from your LWDB.

## VII. Quarterly Reports

All providers are required to submit quarterly reports. Reminders are sent by email to all provider contacts approximately 2 weeks prior to the due date. With the reminder emails, several attachments are included: a blank report template, an example report template, instructions on how to correctly format your report along with general information on performance and reporting requirements. This information is also sent out to new providers at the time of their addition to the ETPL. Below are the due dates along with the corresponding time spans associated with the reporting period.

Quarter	Time Period			Due Date
1 <sup>st</sup>	July 1	Through	September 30	October 15
2 <sup>nd</sup>	October 1	Through	December 31	January 15
3 <sup>rd</sup>	January 1	Through	March 31	April 15
4 <sup>th</sup>	April 1	Through	June 30	July 15

## VIII. Subsequent Eligibility Determinations

The subsequent eligibility process is ongoing throughout each program year. Subsequent eligibility decisions are made quarterly and annually, based on different factors. A provider can be removed from the ETPL for: failure to submit quarterly performance data, school closure, loss of state authorization to operate, provider requests for removal, or failure to meet one of four performance standards.

Quarterly, providers submit performance reports which are comprised of individual level student information that includes, but is not limited to, student SSN, race, gender, program of enrollment, enrollment date and date of completion/withdrawal where applicable. This information must be submitted for both WIOA participants and non WIOA participants (all other students) for each program that has received at least 1 WIOA student. The WIOA Annual Subsequent Eligibility Report is compiled based on the quarterly performance report submitted during each program year. Any program that has received a minimum of 10 WIOA students at the end of the program year and fails to meet the minimum performance levels established by the state is subsequently removed from the Statewide ETPL. The four performance standards are as follows:

1. The **WIOA student completion rate** for each program must be equal to or greater than 40%.
2. The **WIOA student placement rate** for each program must be equal to or greater than 70%.
3. The **ALL of student completion rate** for each program must be equal to or greater than 40%.
4. The **ALL of student placement rate** for each program must be equal to or greater than 70%.

The WIOA Subsequent Eligibility Report is intended to assist constituents in making an “informed choice” when choosing where to utilize their training funds. To aid in this effort, every provider on the ETPL has a Consumer Report that provides extensive performance information for each program year.

Registered Apprenticeship programs are not required to submit performance data and are not held to the performance standards mentioned above. Registered Apprenticeship programs must remain registered under the Act of August 16, 1937 commonly known as the National Apprenticeship Act to remain subsequently eligible to remain on Tennessee’s ETPL. The department suggests (not require) for apprenticeship programs to submit the same quarterly data in order to be published amongst the other

training providers in TDLWD's Annual Performance Report to highlight their level of performance in completing and placing participants.